

Technical Service Bulletin

Topic	91 MMI: personal settings are lost when the guest user profile is used
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2076125/2
Level	EH
Status	Released for publishing
Release date	Apr 16, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings -> sound settings	functionality -> not adjustable	
information, navigation, communication, entertainment -> audio playback, audio settings -> volume -> navigation announcement volume	functionality -> self-adjusting	
information, navigation, communication, entertainment -> navigation mode -> manage destination memory -> destination in destination memory	functionality -> deletes autonomously	
information, navigation, communication, entertainment -> radio operation -> automatic station storage	functionality -> no function	
information, navigation, communication, entertainment -> radio operation -> manual station storage	functionality -> cannot be saved	
information, navigation, communication, entertainment -> radio operation -> manual station storage	functionality -> self-adjusting	

Vehicle data

Q6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GF*	2025	A		*	*	*
GU*	2025	A		*	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added models)
1	11/26/2024	Initial publication

Customer states:

- Personal settings stored on the MMI when a guest user is active are not retained after the vehicle is restarted.

This means that specific settings selected by the customer on the MMI may have been lost the next time the ignition is turned on.

This affects personal settings such as:

- Stored navigation destinations.
- Stored radio stations.
- Audio settings, including reduced volume during navigation announcements.
- Layout of driver information display.

Workshop findings:

- The system behavior described above can be reproduced in the workshop.
- The specified personal settings are only stored with lasting effect if the customer uses a personal user profile. In this case, the settings are stored both for local user profiles and for myAudi user profiles.

Technical Background

If the vehicle is operated in guest user mode, the system is started with the standard settings after every bus sleep cycle.

When a personal user profile (either a local or a myAudi user) is used, all personal settings are stored and retained the next time the vehicle is switched on.

Production Solution

Not applicable.

Service

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is normal.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2076125) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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