



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 91MM / Infotainment System Software

This notice is for: All Dealer Personnel

Date: August 15, 2025

About this Service Action

Some customers have reported unexpected reboots of the infotainment system.

After a thorough investigation, Audi has determined this change originated outside of Audi and that the issue was triggered by a broadcast change made by SiriusXM, which interacts with the infotainment software in a way that was not anticipated in the original system design.

Audi is providing a software update to correct the infotainment system behavior and prevent further reboots. This software delivers enhanced system robustness, multiple bug fixes, and additional performance improvements.

SiriusXM implemented a temporary broadcast adjustment to help stabilize system performance while updates are being applied.

Repair:

- REPAIR AVAILABLE – August 15, 2025
- See ELSA and Service References in Elsa2Go for complete repair & claiming instructions
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

Software update only – no parts needed.

Affected Vehicles:

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	A4 ALLROAD	334
USA	2020	2020	A4 SEDAN	4,302
USA	2020	2020	A5 CABRIOLET	337
USA	2020	2020	A5 COUPE	339
USA	2020	2020	A5 SPORTBACK	1,187
USA	2020	2020	S4 SEDAN	455
USA	2020	2020	S5 CABRIOLET	132
USA	2020	2020	S5 COUPE	136
USA	2020	2020	S5 SPORTBACK	292
CAN	2020	2020	A4 ALLROAD	100
CAN	2020	2020	A4 SEDAN	818
CAN	2020	2020	A5 CABRIOLET	31
CAN	2020	2020	A5 COUPE	47
CAN	2020	2020	A5 SPORTBACK	421

Ensure all dealer personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

CAN	2020	2020	S4 SEDAN	94
CAN	2020	2020	S5 CABRIOLET	40
CAN	2020	2020	S5 COUPE	71
CAN	2020	2020	S5 SPORTBACK	248

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – August 2025
 - Loaner/rental coverage – see campaign circular

-END OF MESSAGE-