

## Technical Service Bulletin

<b>Topic</b>	00 Combined software update ID.S 3.8.2 for Audi Q4
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2079289/1
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Oct 6, 2025

### New customer code

Object of complaint	Complaint type	Position
vehicle service -> IT systems -> SVM (Software Version Management)	control modules, services -> error message	

## Vehicle data

### Audi Q4

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4B*	2022	A		*	*	*
F4B*	2023	A		*	*	*
F4B*	2024	A		*	*	*
F4B*	2025	A		*	*	*
F4N*	2022	A		*	*	*
F4N*	2023	A		*	*	*
F4N*	2024	A		*	*	*
F4N*	2025	A		*	*	*

#### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0075 - Emergency call module and communication unit	*	0556	*	*
0075 - Emergency call module and communication unit	*	0664	*	*
0075 - Emergency call module and communication unit	*	0686	*	*
0075 - Emergency call module and communication unit	*	0538	*	*
0075 - Emergency call module and	*	B716	*	*

<b>Diagnostic address</b>	<b>Software part number</b>	<b>Software version</b>	<b>Hardware part number</b>	<b>Hardware version</b>
communication unit				

## Documents

<b>Document name</b>
<a href="#">master.xml</a>
<a href="#">usb-stick.jpg</a>



Connection offline

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## Condition

The following TSB describes the specific flashing procedure that must be used on the vehicle.

The following complaints (TSB) are resolved with this software update:

- 2068909, *87 Defrost function deactivates itself after 5 to 10 seconds / settings in MMI lost.*
- 2079291, *87 Buttons flickering on air conditioner control console*
- 2079292, *87 Air conditioner control console loses settings after bus sleep cycle*
- 2079293, *91 MIB3 - function programmed to star button on multi-function steering wheel deletes itself*
- 2079596, *91 MIB3 MQB/MEB - phone intermittently with distorted voice output*
- 2079597, *91 MIB3 - Radio plays when vehicle is parked (Q4)*
- 2069112, *91 MIB3: favorites/home address/destinations lost, blue screen, various other improvements (CL35' update)*
- 2079598, *91 MIB3 - functional issues / missing displays and settings received 9/15*
- 2079349, *91 Q4: Noises from center loudspeaker*
- 2079457, *93 Q4 e-tron: vehicle/high-voltage battery only charges using AC with reduced charging capacity (7 kW instead of 11 kW)*

**This list is not considered to be complete.**

## Technical Background

Software issue.

## Production Solution

Introduction into production was in week 43/2023.

## Service

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle's software). Please inform the customer that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties. Please also inform the customer that the privacy code is automatically deactivated after the software update. The privacy code can be reactivated.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components.

Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.

## NOTICE

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.

- Please note that charging the high-voltage battery during a storage update can cause damage to the high-voltage components.

## Updating control units

### Important

- Connect battery charger unit in accordance with specifications in “Standards for workshop equipment”.
- Switch off electrical equipment (blower, seat heater, lights, etc.).
- Move selector lever to P.
- Release parking brake.
- Connect diagnostic tester to vehicle with USB cable.

Diagnostic tester version 2.38.0 or later is essential.

## NOTICE

We strongly recommend flashing using a USB cable. This ensures that data transmission is as reliable as possible.

- Infrastructure mode is not permissible as it is very prone to interference/errors.

- Place key on reader coil.
- Release parking brake.
- SVM – Multiple authorized code inputs (copy and past SVM codes).

## ME382MIB,ZGDOIP,ME382DOIP,ME382ICASDOIP,ZGCAN,ME382REST

- Please insert the USB stick requested by the diagnostic tester.
- The tester must only be interacted with in the first 5-10 minutes.
- The software update takes approximately 2 hours in total.
- When quitting the program, send flash log (online).
- **A road test/adaptation drive > 40 km/h is absolutely required after the software update has been performed.**

## Warranty

This TSB exclusively describes the software update.

The warranty accounting instructions are described in the respective referring TSB.

No warranty costs may be invoiced using this TSB.

## Required Parts and Tools

**Create the required USB stick using FMC (successor of SD Creator).**

(After the SVM code is entered, the diagnostic tester issues the part number for the USB stick to be created.)

## Additional Information

All parts and service references provided in this TSB (**2079289**) are subject to change and/or removal.

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