

Technical Service Bulletin

Topic	91 Q4 loses internet connection intermittently/SOS LED off/GPS position incorrect/noises from the center loudspeaker
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079349/1
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> Online Services -> GSM data connection (2G)	functionality -> no function	
information, navigation, communication, entertainment -> audio, video, television -> speaker	noises, vibrations -> snapping	front center
information, navigation, communication, entertainment -> Online Services -> LTE data connection (4G)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> GSM data connection (2G)	control modules, services -> error message	
information, navigation, communication, entertainment -> Online Services -> LTE data connection (4G) -> LTE data connection, 4G roaming	control modules, services -> communication interrupted	
information, navigation, communication, entertainment -> Online Services -> LTE data connection (4G)	control modules, services -> communication interrupted	
information, navigation, communication, entertainment -> audio, video, television -> speaker	noises, vibrations -> clicking	
information, navigation, communication, entertainment -> Online Services -> UMTS data connection (3G)	control modules, services -> error message	
information, navigation, communication, entertainment -> audio, video, television -> mid-range speaker	noises, vibrations -> grating	
information, navigation, communication, entertainment -> Online Services -> UMTS data connection (3G)	functionality -> no function	
information, navigation, communication, entertainment -> Online Services -> automatic emergency call -> automatic online emergency call	functionality -> no function	

New workshop code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio, video, television -> speaker	noises, vibrations -> snapping	front
information, navigation, communication, entertainment -> audio, video, television -> speaker	noises, vibrations -> snapping	front center

Vehicle data

Q4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2025	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0019 - Data Bus OBD Interface	*	0196	*	*
0019 - Data Bus OBD Interface	*	0258	*	*
0019 - Data Bus OBD Interface	*	0254	*	*
0019 - Data Bus OBD Interface	*	0411	*	*

Q4

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*

Documents

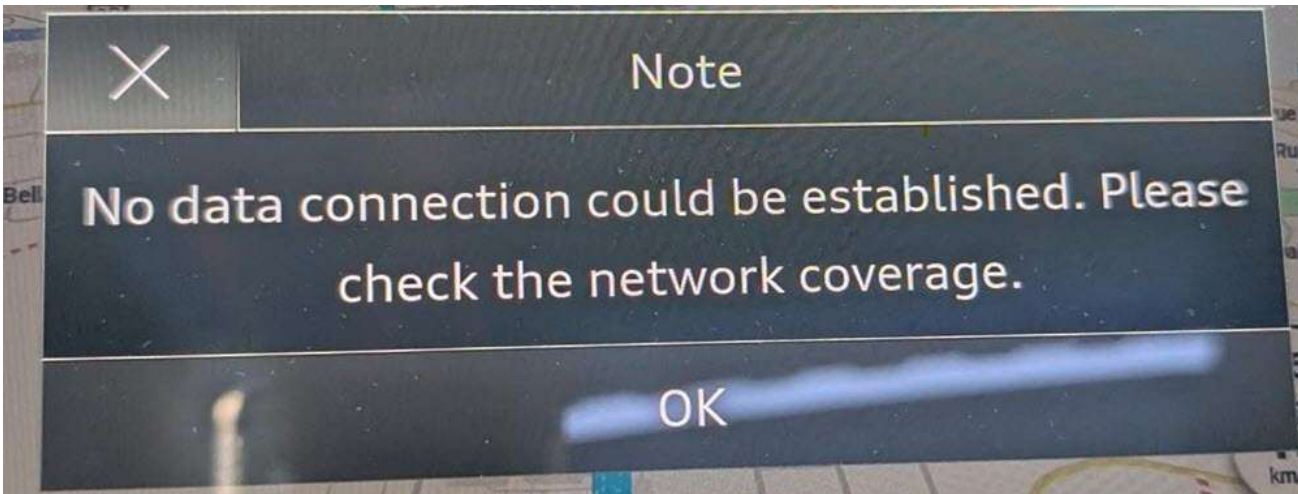
Document name
master.xml

Condition

Customer states:

The customer complains that intermittently:

- No data connection is available and a corresponding pop-up appears: “No data connection could be established. Please check the network coverage”.



and/or

- The SOS LED is off.

and/or

- The GPS position is incorrect.

and/or

- A cracking noise can be heard in the front center loudspeaker (in the dash panel) as soon as the ignition is switched on. The noise occurs twice in quick succession at regular intervals of approx. 6-7 seconds and is perceived as a “tock tock” noise.

Sequence of cracking noises:

- Tock tock (in quick succession)
- Interval of 6-7 seconds
- Tock tock (in quick succession)
- Interval of 6-7 seconds

Workshop findings:

The customer complaint can be reproduced. It is also possible, however, that all functions may be available at the time of the workshop visit.

Technical Background

Software issue.

Production Solution

With introduction of software in series production in Q2/2024.

Service

This bulletin replaces PSS 2076401: *91 PSS MIB3: Q4 - noises from center speaker.*

The implementation of the service measure is being planned.

Determine the vehicle's current ID.S version using the Service Portlet application.

1. Open Service Portlet via GRP.
2. Enter chassis number and click on "Search".
3. Open "Vehicle data" section.
4. Read out ID.S version under "Software basis" basic data.

The vehicles are divided into 2 groups with different measures:

Group A = software basis 3.*

A software update package is already available for some regions to remedy the issue. The instructions for the update can be found in TSB 2079289, *00 Combined software update ID.S 3.8.2 for Audi Q4.* Please perform this update.

Group B = software basis 4.*

The implementation of the service measure is being planned. The software solution for emergency call module control unit (DA 0075) is planned by the end of the 4th quarter 2025.

Warranty

The following information applies to the software update as per TSB 2079289, <i>00 Combined software update ID.S 3.8.2 for Audi Q4.</i>			
Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0039		
Labor Operations:	Software update flat rate incl. additional work and adaptation drives	0151 0040	60 TU
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2079349/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2079349**) 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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