

From: [Audi Now Dealer Communications](#)
To: [VWoA Compliance](#)
Subject: [From: External] FIELD COPY: KD2 Software update for Q6 e-tron
Date: Friday, October 10, 2025 4:01:02 PM

CAUTION: This email originated from outside the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

By **Jamie Dennis** October 10, 2025
To All Dealership Personnel

[View in Browser](#)

Audi logo



Quality

KD2 Software update for Q6 e-tron

alt_text



Dealer Partners,

We are pleased to inform you that the KD2 Software update package for the Q6 e-tron will be available tomorrow. This update incorporates several improvements in vehicle operation. We are confident this will greatly improve customer satisfaction, while addressing multiple Pending Service Solutions (PSS). The software update Technical Service Bulletin (TSB) 2079690 00 Combined software update 03.10.00/C (28.13.01) KD2 will be visible tomorrow for Q6 e-tron and remaining models will be added in the upcoming weeks.

This KD2 package will address customer complaints for the following PSS:

2078072, 2076906, 2077207, 2078209, 2078181, 2077164, 2077208, 2076904, 2076905, 2077132, 2077615

This list is not considered to be complete; over the upcoming weeks the open PSS topics for Q6 e-tron will be resolved and replaced by TSBs.

As a result of this software update, many customer settings will be reset to factory default and will need to be re-adjusted to ensure customer satisfaction. Depending on vehicle equipment, these may include the following:

- Programming the garage door opener
- Activating the navigation display content for the head-up display in the settings
- Activating mobile data
- Connecting mobile devices
- Changing drive select settings
- Changing background lighting settings

- Adding radio favorites
- Changing the language and unit settings
- Key user and digital key must be deleted and then added back (from vehicle and phone)

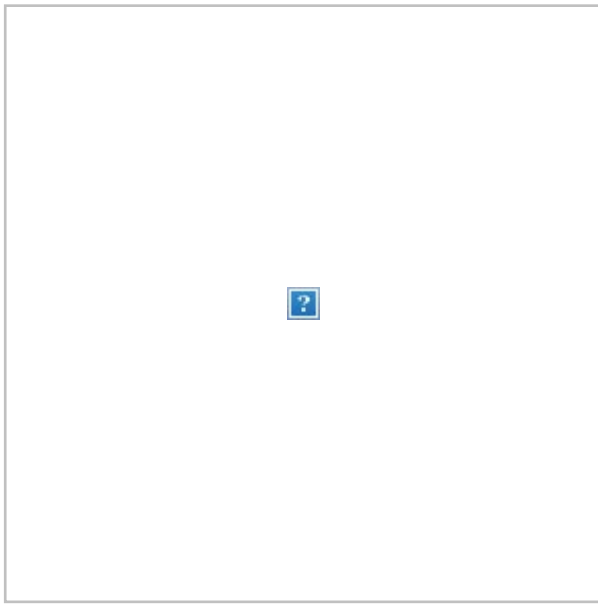
After the update is complete, it is essential to delete and then add back Key user and digital key again in the vehicle and on the customer's phone. If this step is not performed, Audi connect remote services (e.g. remote lock/unlock, digital key, etc.) will not function, even if all appear active in the myAudi app and MMI. The customer's cell phone and Audi connect activation card are required for this step, so please ensure this is communicated to the customer prior to their service appointment.

To ensure a positive customer experience, we encourage all dealers to leverage their Audi Brand Specialists (ABS) or Technologist to complete the Key User setup and reestablish personalized settings together with the customer at the dealership once the update has been successfully installed.

Key user setup guides:

- [Customer guide: Audi Tech Tutorial: Q6 e-tron | Key User Setup](#)
- [Dealer guide: PowerPoint Presentation](#)

Audi connect activation card sample:



Thank you for your dedication and partnership.

Regards,

Jamie Dennis

SVP, Product Quality, Technical Service & After Sales

[View in Browser](#)

Please visit audi-now.us to view a comprehensive suite of Audi Brand communications.

