

 Connection offline

Vehicle-specific service

Topic	91 PSS Audi Connect: No Data connection can be established
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079703/1
Level	EH
Status	Released for publishing
Release date	Oct 17, 2025

Vehicle data

Q4 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	FZ	*	S	P	000001	999999		
WA1	*	FZ	*	R	P	000001	999999		

Documents

Document name
master.xml

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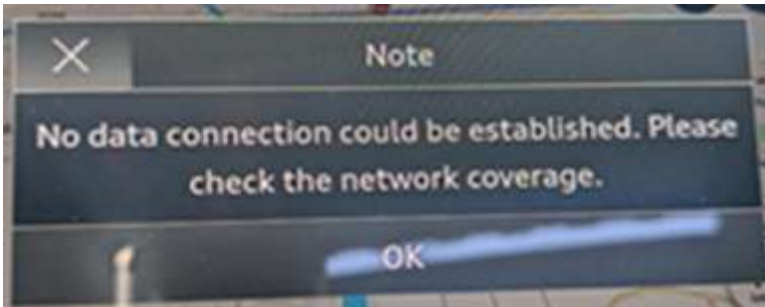
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Condition

Customer states:

The vehicle occasionally goes offline (reception bars are greyed out) and the following message is displayed in the MMI: “No data connection can be established. Please check the network coverage.”



Workshop findings:

The customer statement can be reproduced in the workshop.

Technical Background

Software issue.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

1. Explain to the customer that a solution is expected to be available by the end of the 4th quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

Warranty

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

Additional Information

All part and service references provided in this TSB (**2079703**) 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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