

Technical Service Bulletin

Topic	57 User recognition via remote control key (key memory) does not work
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2071280/2
Level	EH
Status	Released for publishing
Release date	Oct 30, 2025

New customer code

Object of complaint	Complaint type	Position
assistance systems, comfort controls -> storing settings, personalization	functionality	
assistance systems, comfort controls -> storing settings, personalization -> assigning key to a user account	functionality -> operation sequence incorrect	
assistance systems, comfort controls -> storing settings, personalization -> assigning key to a user account	functionality -> no function	
assistance systems, comfort controls -> storing settings, personalization	electrical	
assistance systems, comfort controls -> storing settings, personalization	design	

Vehicle data

Audi Q4 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*
F4*	2025	A		*	*	*
F4*	2026	A		*	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Years) Revised <i>Service</i> (updated customer statement)
1	08/23/2023	Initial publication

Customer states:

The customer states that when changing between vehicle keys, the user profile which was most recently used with the active key is not loaded. The user profile which was last active in the vehicle is always loaded.

Workshop findings:

The customer's concern can be reproduced.

Technical Background

In the Q4 e-tron, the user recognition function is incorrectly described in the owner's manual. These functions will not activate when using the remote control key.

User recognition relates to the functions typically controlled when locking and unlocking the vehicle in other models (seats, climate control, radio stations etc.). Instead, these functions are controlled via the user profile selected in the MMI. The last settings will be retained when locking/unlocking the vehicle.

Production Solution

The owner's manual was corrected.

Service

Inform the customer that the user recognition function does not work using the remote control key in the Q4 e-tron. Select the desired user profile in the MMI to switch to the desired settings.

Warranty

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

Additional Information

All part and service references provided in this TSB (2071280) 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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