

 Connection offline

**Vehicle-specific service**

Transaction No.: **2080201/1**

91 PSS Audi connect Q4 3.8.2 privacy mode activates itself

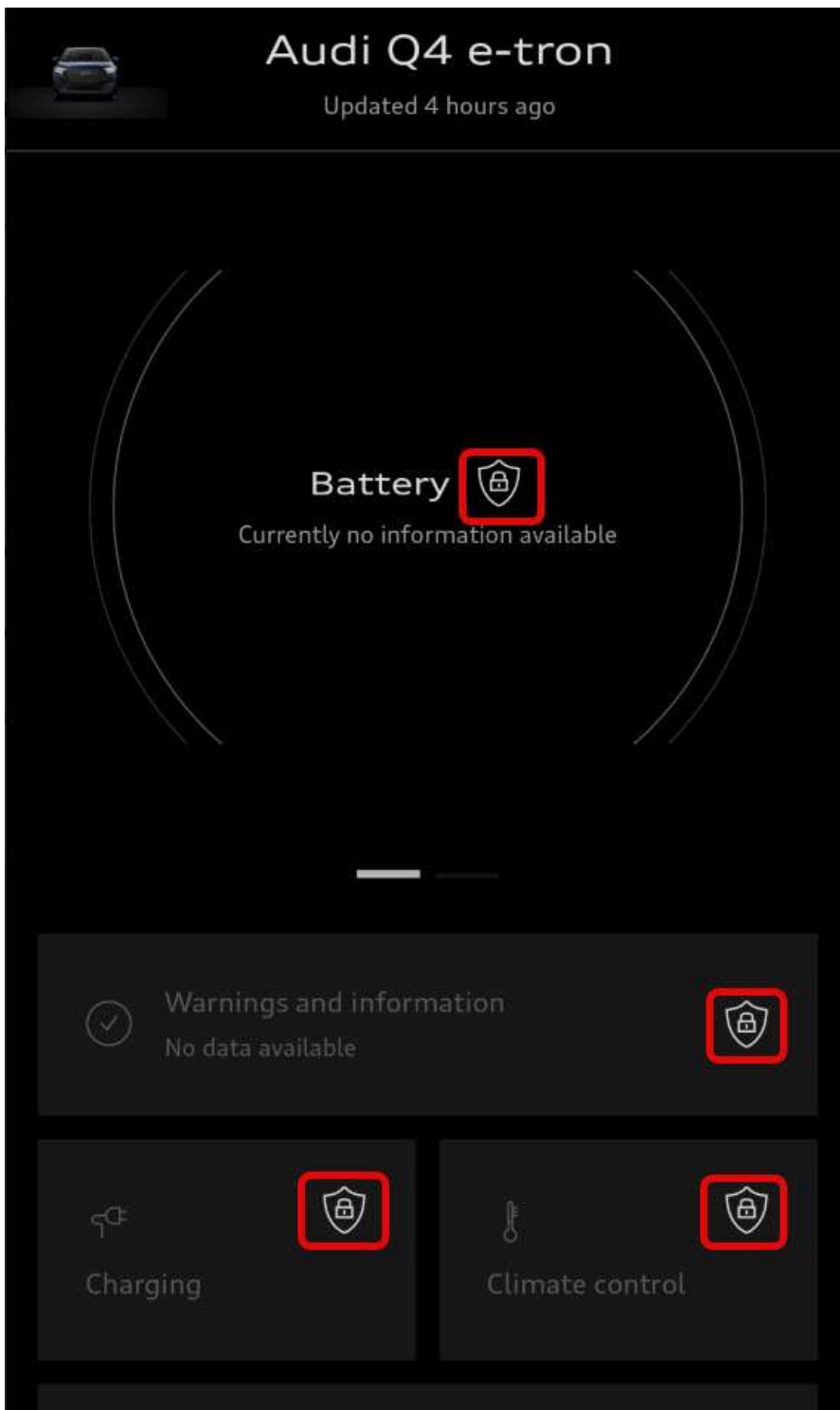
Release date: Nov 26, 2025

**Condition**

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2024	All	Not applicable

**Customer states:**

After the service update to 3.8.2, privacy mode activates itself in the myAudi app.



**Figure 1.** The highlighted lock symbol in the example image indicates that privacy mode is active.

Privacy mode in the myAudi app is deactivated again when the ignition is switched on.

### **Workshop findings:**

The complaint can be reproduced in the workshop.

This TSB only refers to Q4 vehicles which have received the service update 3.8.2 TSB 2079289, 00 Combined software update ID.S 3.8.2 for Audi Q4.

### **Technical Background**

Under analysis

## Production Solution

Already implemented in production series. Current findings indicate that only Q4 vehicles with version 3.8.2 are affected

## Service

1. Explain to the customer that this matter is being reviewed, and you will be advised if any action is determined to be needed. A result should be available by the end of the 1st 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 (**2080201**) 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.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.