

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4	2024	All	Not applicable

Customer states:

The customer complains that the key user is not shown in the MMI.

Workshop findings:

Key users were set up correctly and the vehicle-related connected services are working fully. The key user is neither shown in the start screen, nor the user menu.

Technical Background

Software issue.

Production Solution

New software from week 25/24 onwards

Service

This TSB replaces Pending Service Solution (PSS) TSB 2075630: *91 PSS Q4 - key user not shown in MMI*).

A software update package is available to remedy the issue.

The instructions for the update can be found in TSB 2080398, *00 Combined software update ID.S 5.4.3 for Audi Q4*. Please apply this update to the vehicle.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2080810/1		

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 (2080810) 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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