

 Connection offline

## Technical Service Bulletin

Transaction No.: **2080916/1**

91 Audi connect: Q4 No data connection can be established

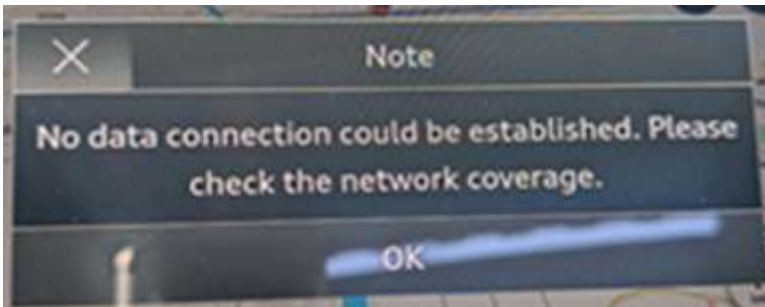
Release date: Feb 6, 2026

## Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2024 – 2025	All	Not applicable

### 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

With introduction of software in series production in Q2/2024.

## Service

This TSB replaces Pending Service Solution (PSS) 2079703/1 *Audi Connect: No data connection can be established*).

A software update has been prepared to repair this issue. This software update also contains updates for further control units and is being published as a combined software update.

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

Please perform this update.

Please check whether this TSB is already shown in the Technical Service Handbook area in ElsaPro.

Follow the instructions included.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9170		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2080916/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

## Additional Information

All part and service references provided in this TSB (**2080916**) 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.

©2026 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.