

Technical Service Bulletin

Transaction No.: **2080934/1**

91 Q4 (ID.S4/ID.S5) loses internet connection intermittently/SOS LED off/GPS pos. incorrect/noises from center speaker

Release date: Feb 9, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2024 – 2025	All	With one of the following PR codes: V7A V7B V7C V7E

Customer states:

The customer complains that intermittently:

- No data connection is available and a corresponding pop-up appears: "No data connection can be established. Please check the network coverage".

and/or

- The SOS LED is off.

and/or

- The GPS position is incorrect.

and/or

- A cracking noise can be heard in the front center loudspeaker (in the dash panel) as soon as the ignition is switched on. The noise occurs twice in quick succession at regular intervals of approx. 6-7 seconds and is perceived as a "tock tock" noise.
- Sequence of cracking noises:
 - Tock tock (in quick succession)
 - Interval of 6-7 seconds
 - Tock tock (in quick succession)
 - Interval of 6-7 seconds

Workshop findings:

The customer complaint can be reproduced. It is also possible, however, that all functions may be available at the time of the workshop visit.

Technical Background

Software issue.

Production Solution

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

Service

A software update package is already available for some regions to remedy the issue. The instructions for the update can be found in TSB 2080398, *Combined software update ID.S 5.4.3 for Audi Q4*. Please perform this update.

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

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9170		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to diagnostic log
Claim Comment:	As per TSB 2080934/1		

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.

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor, gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, the warranty claim may be rejected, and the cost of the parts may be charged back.

Required Parts and Tools

Not applicable

Additional Information

All part and service references provided in this TSB (**2080934**) 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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