

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 e-tron Sportback	2022 – 2024	All	Not applicable
	2025	All	Software versions: 0169 0411 0254 0258
	2024 – 2025	All	With one of the following PR Codes: V7A V7B V7C And with the following software version in 0075 0088 0288 0100

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".

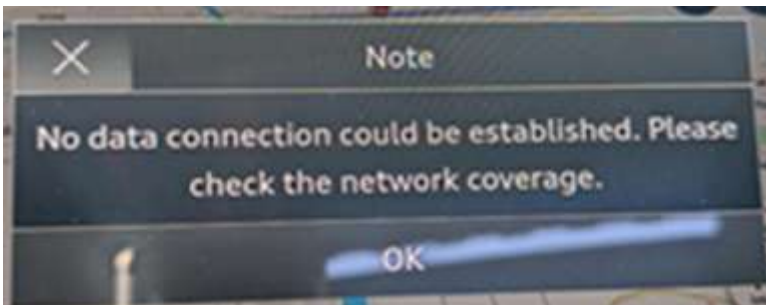


Figure 1. The pop up appears when no data connection is available.

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

The implementation of the service measure is being planned.

Determine the vehicle’s current ID.S version using the Service Portlet application.

1. Open Service Portlet via GRP
2. Enter chassis number and click on “Search”
3. Open “Vehicle data” section
4. Read out ID.S version under “Software basis” basic data

Alternatively, if you do not have access to the Service Portlet:

Use ODIS to check the SW version of diagnostic address 005F:

- SW version 3***: belongs to group A
- SW version 4***: belongs to group B

The vehicles are divided into 2 groups with different measures:

Group A = software basis 3.*

A software update package is already available for some regions to remedy the issue. The instructions for the update can be found in TSB 2079289, *00 Combined software update ID.S 3.8.2 for Audi Q4*. Please perform this update.

Group B = software basis >= 4.*

Refer to TSB 2080934, *94 Q4 (ID.S4/ID.S5) loses internet connection intermittently/SOS LED off/GPS pos. incorrect/noises from center speaker* for further instructions for this vehicle group.

Warranty

Claim Type:	<ul style="list-style-type: none"> 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 flat rate incl. additional work and adaptation drives	0151 0040	60 TU
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2080935/1		

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 (**2080935**) 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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