

 Connection offline

**Vehicle-specific service**

Transaction No.: **2080201/2**

91 PSS Audi connect Q4 privacy mode activates itself

Release date: Mar 13, 2026

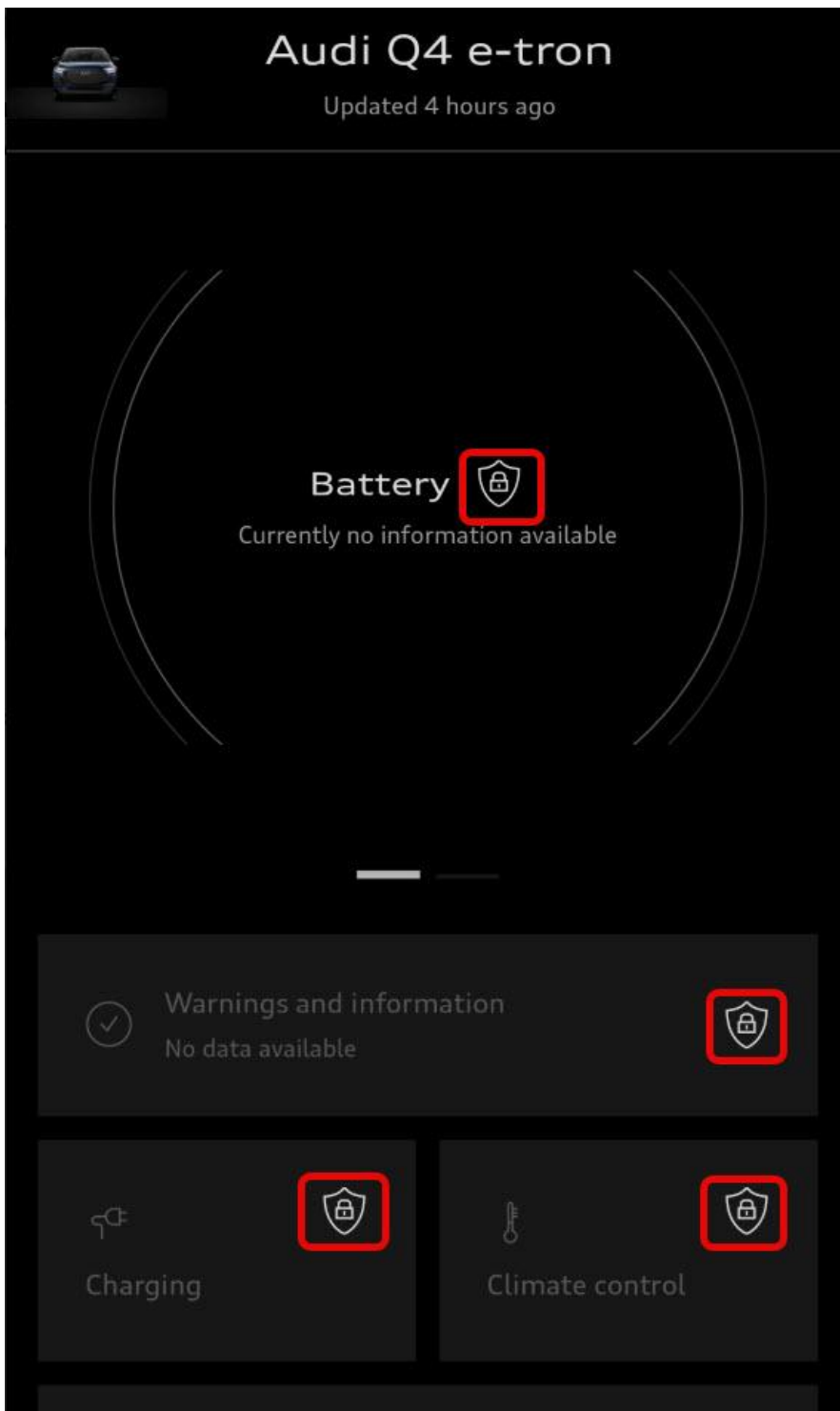
**Condition**

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

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated expected ETA)
1	11/25/2025	Initial publication

**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.

#### **Technical Background**

Software issue in control unit 1 for information electronics (diagnostic address 005F)

## Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

## 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 3rd quarter of 2026 (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.

Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

## 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.

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