

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2025	All	0075 – Emergency call module and communication unit Software: 0538 0556 0664 0686 B716 ** OR ** 005F – Information electronics Software: 3604 3608 3610 3616 3623 3667 3669 3812 3842 3847

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Required parts and tools</i> (Added parts table)
3	04/06/2026	Revised <i>Service</i> (Updated instructions)
2	11/26/2025	Revised <i>Condition</i> (Added model table) Revised <i>Service</i> (Updated verbiage)

The following TSB describes the specific flashing procedure that must be used on the vehicle.

The following complaints (TSB) are resolved with this software update:

- 2068909, 87 Defrost function deactivates itself after 5 to 10 seconds / settings in MMI lost.
- 2079291, 87 Buttons flickering on air conditioner control console
- 2079292, 87 Air conditioner control console loses settings after bus sleep cycle
- 2079293, 91 MIB3 - function programmed to star button on multi-function steering wheel deletes itself
- 2079596, 91 MIB3 MQB/MEB - phone intermittently with distorted voice output
- 2079597, 91 MIB3 - Radio plays when vehicle is parked (Q4)
- 2069112, 91 MIB3: favorites/home address/destinations lost, blue screen, various other improvements (CL35' update)
- 2079598, 91 MIB3 - functional issues / missing displays and settings received 9/15
- 2079349, 91 Q4: Noises from center loudspeaker
- 2079457, 93 Q4 e-tron: vehicle/high-voltage battery only charges using AC with reduced charging capacity (7 kW instead of 11 kW)

This list is not considered to be complete.

Technical Background

Software issue.

Production Solution

Introduction into production was in week 43/2023.

Service

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle's software). Please inform the customer that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties. Please also inform the customer that the privacy code is automatically deactivated after the software update. The privacy code can be reactivated.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components.

Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.



To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged BEFORE the SVM code is entered.

- **Please note that charging the high-voltage battery during a storage update can cause damage to the high-voltage components.**

Updating control units



If desired, the installed 5F software number and corresponding FMC part number needed for the update can be determined ahead of time by referencing the attachment at the bottom of this TSB.

Important

- Connect battery charger unit in accordance with specifications in “Standards for workshop equipment”.
- Switch off electrical equipment (blower, seat heater, lights, etc.).
- Move selector lever to P.
- Connect diagnostic tester to vehicle with USB cable.
- Diagnostic tester version 2.38.0 or later is essential.

NOTICE

We strongly recommend flashing using a USB cable. This ensures that data transmission is as reliable as possible.

- **Infrastructure mode is not permissible as it is very prone to interference/errors.**

- Place key on reader coil.
- SVM – Multiple authorized code inputs (copy and past SVM codes).

ME382MIB,ZGDOIP,ME382DOIP,ME382ICASDOIP,ZGCAN,ME382REST

- Please insert the USB stick requested by the diagnostic tester.
- The tester must only be interacted with in the first 5-10 minutes.
- The software update takes approximately 2 hours in total.
- When quitting the program, send flash log (online).
- Check green LED on emergency call module.
- **A road test/adaptation drive > 40 km/h is absolutely required after the software update has been performed.**

Warranty

This TSB exclusively describes the software update.

When carrying out this TSB, time stamps are not required for billing under warranty.

The warranty accounting instructions are described in the respective referring TSB.

No warranty costs may be invoiced using this TSB.

Required Parts and Tools

Create the required USB stick using FMC (successor of SD Creator).

(After the SVM code is entered, the diagnostic tester issues the part number for the USB stick to be created.)

The workshop process can be supported by preparing a suitable USB stick prior to beginning work.

The attachment provides support when creating the USB stick.

This list does not claim to be 100% complete or correct.

Only use the USB stick requested by the diagnostic tester.

Additional Information

All parts and service references provided in this TSB (**2079289**) are subject to change and/or removal.

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