

 Connection offline

Vehicle-specific service

Transaction No.: **2080201/3**

91 PSS Audi connect Q4 privacy mode activates itself

Release date: Apr 29, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2024	All	0075 – Emergency call module and communication With Software: 0538 0556 0716

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Added additional notes)
2	03/13/2026	Revised <i>Service</i> (Updated expected ETA)
1	11/25/2025	Initial publication

Customer states:

Privacy mode in the myAudi app **occasionally** activates itself.

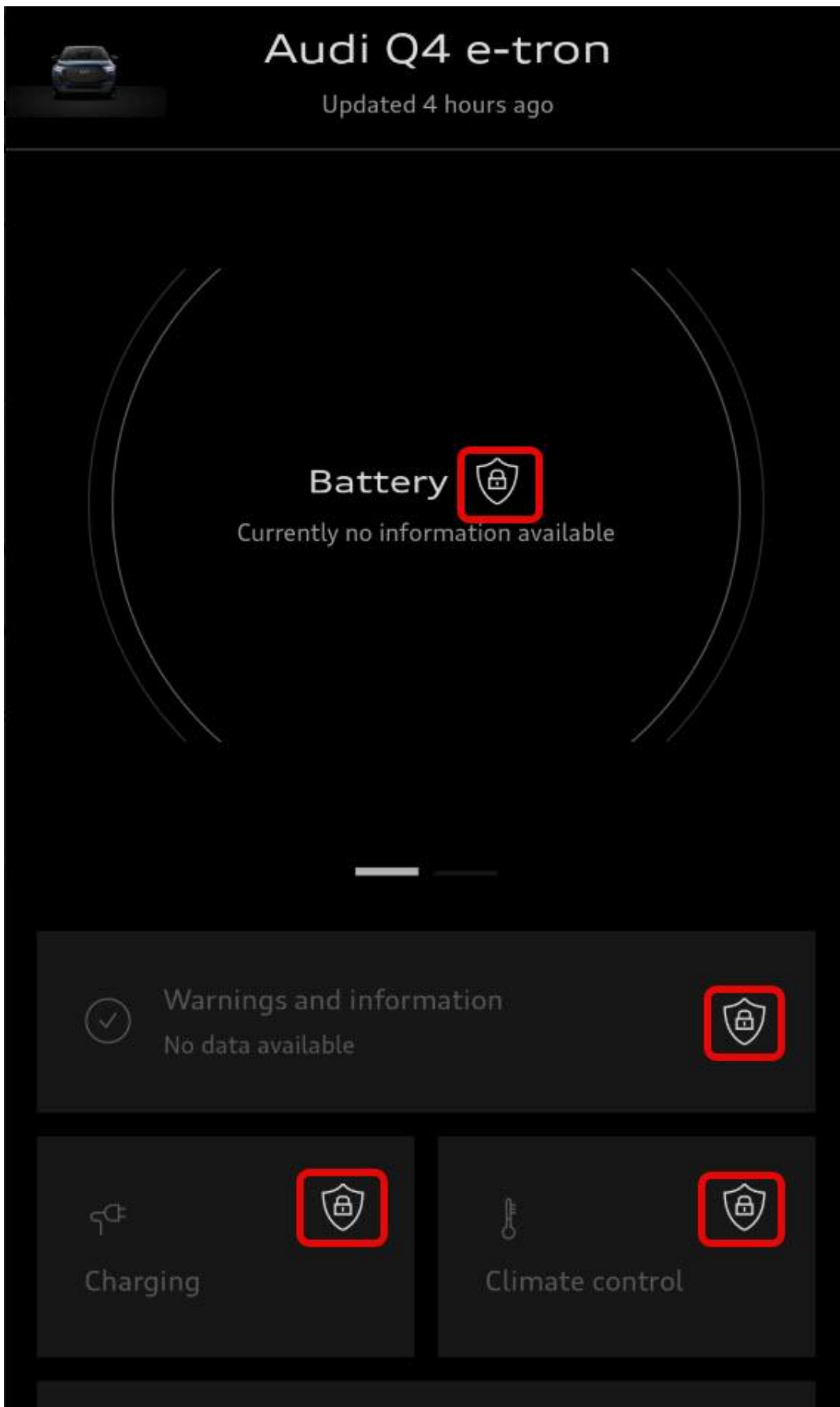
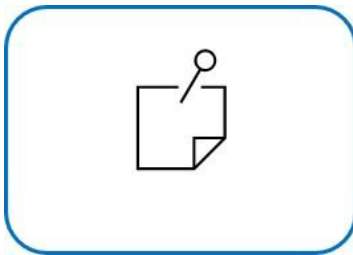


Figure 1. The highlighted lock symbol in the example image indicates that privacy mode is active.

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.



Postpone repair

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 Access Audi (under *Related Links >> Service*).

There is no workaround to prevent the complaint from occurring again.

- The frequency of the issue can be reduced by switching on the ignition and pressing the start/stop button.
- Using the comfort start (sitting down, buckling and pressing the break before shifting WITHOUT the start/stop) will increase the likelihood of this issue.

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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