

**Vehicle-specific service**

Transaction No.: **2081643/1**

91 PSS MMI system: continued loading of user settings when MMI is started (VR 28.13.01)

Release date: Apr 14, 2026

**Condition**

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, S6 Sportback e-tron, Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025	All	005F – Information electronics 1 Software version: 4462 4467
A6 (FN)	2026		

**Customer statement:**

When the MMI starts, the Audi rings animation is shown for an extended period in the center display.

At the same time, a message stating that user settings are loading appears in the driver display.

It is not possible to operate the MMI during this time.



**Figure 1.** Loading continues for several minutes. It is not possible to operate the MMI during this time.

**Workshop findings:**

The complaint can be reproduced in the workshop.



The issue may resolve itself after a few minutes. It can also be remedied by performing a soft reset (pressing and holding the volume control) or a bus sleep cycle.)

## Technical Background

Software issue.

## Production Solution

Not applicable.

## Service

1. Explain to the customer that a solution is currently being implemented. The solution will be rolled out in stages for the different models. All information about the current schedule and availability of the measure can be found in TSB 2081477, *00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2\**.
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 Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

## 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 (**2081643**) 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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