

## Condition

| Model(s)                           | Year(s)     | VIN Range | Vehicle Specific Equipment |
|------------------------------------|-------------|-----------|----------------------------|
| Q4 e-tron, and Q4 Sportback e-tron | 2024 – 2026 | All       | PR Code:<br>V7C            |

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:

- Moving images are not played while the vehicle is moving.

## Technical Background

Software issue.

## Production Solution

In week 36/2025.

## Service

 **WARNING**

**Applies to vehicles with high-voltage components:**

- 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 software update can cause damage to the high-voltage components.



### Note:

The engine control unit software must be updated on this vehicle. Please observe the information and instructions under “Customer information” regarding this.

## Updating control units

### 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.
- **Leave the vehicle (no person or object may be on the driver seat or front passenger seat)**
- **Check whether a user has been created in the vehicle. If no user (key user or guest user) is stored, you must now create one before performing further steps.**
- **Activate privacy mode (mobile data off).**
- **Switch the ignition (terminal 15) off and on again and then start the update immediately.**



### Note:

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.

- Diagnostic tester version 2.40.8 or later is essential.
- Place a (only one) vehicle key on the reader coil.
- Select “Diagnosis” to start the tester.
- SVM - Authorized Multiple Code Entry (when copying and pasting the SVM code, make sure there is no line break)

DUC12VBREAD,ME563MIB,ZGDOIP,ME563DOIP,ME563STEP2DOIP,ME563ICASDOIP,ME563ICASAPPDOIP,ZGCAN,ME563REST,DUCSICH0015,ME563AIR,DUCPK1ME563

- The battery data from the 12V battery are read out automatically. Copy or print information window.



### Note:

The image of the information window is just an example.

**Aktion: Meldung**

**Ausgelesene Daten zur Batterie -A:**

Kapazität = 49 Ah

Herstellercode / Hersteller-Kurzbezeichnung = VAO

Seriennummer = 440124O207

Batterie-Technologie = EFB+

Alter der Batterie in Tagen = 561

- Insert the USB stick specified by the diagnostic tester.
  - If the instructions to remove the fuse (7.5 A, brown) for airbag control unit J234 are shown, follow the instructions on the tester. Refer to the image to see the fuse location (-2-).



**CAUTION**

Airbag control unit J234 must not be replaced.

Airbag control unit J234 is only replaced virtually in the following steps.



**Note:**

**The virtual airbag control unit J234 is to be replaced.**

**Virtual replacement of control unit 0015 – airbag control unit**

- Perform the routine “Replace control module” for 0015 – airbag control unit without actually replacing the control unit.
- If you are asked during the routine whether the data should be carried over from the old control unit, select “no”.
- When quitting the program, send flash log (online).
- Adapt/calibrate the power steering if required by the tester.
- Perform seat adaptations as specified in the test plan if required by the tester.
- It is essential to perform a road test/adaptation drive > 40 km/h after the software update has been performed.
- Erase event memory.
- Continue working through the test plan.
- Check green LED on emergency call module
- On vehicles with camera systems: **shift to R** and **check camera image**.
- **Deactivate privacy mode (mobile data on). If you created a user (key user or guest user) manually before, you can delete it again now.**

## Warranty

**Invoicing is not possible for this TSB.**

**This TSB only describes the flashing procedure in the vehicle.**

The repair operations for the combined software update can be found in the central service information 2082956, 00 Service info: central overview of combined software update for MEB - according to UNECE - ID.S 5.4.3/ID.S 5.6.3.

When performing the combined software update, time stamps are not required for billing under warranty. You are therefore permitted to work on other vehicles at the same time. The combined software update can also be performed by non-productive personnel.

## 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 attached document ([usb\\_stick.pdf](#)) 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

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.

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.

It is also possible to reset individual user settings for the assist systems to the default settings. These settings can be adjusted individually by the vehicle users themselves after the software update.

All part and service references provided in this TSB (**2082959**) 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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