

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A4, A4 allroad, S4, A5 Sportback, S5 Sportback, RS 5 Sportback, Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2024 – 2025	All	0019 – Data Bus OBD Interface Software version: 0042 0043 0052 3039
A5, A5 Cabriolet, S5, S5 Cabriolet, and RS 5	2024		
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, Q7, SQ7, Q8, SQ8, and RS Q8	2025		

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add gateway SW filter) Revised <i>Service</i> (Updated instructions)
1	11/11/2025	Initial publication

Customer states:

- The welcome screen on the MMI is displayed for longer than usual (up to approx. 2 minutes or more). The app store and cloud music are not available, and only a guest user can be selected on the user login screen.

or

- The MMI screen sporadically gets stuck on the first welcome screen and shows: "Welcome. Loading user information. Please wait..."



Figure 1. MMI Screen is stuck.

Workshop findings:

Sporadic fault that cannot always be reproduced in the workshop. Multiple bus sleep cycles may be required to reproduce the fault.

No relevant DTC is logged in diagnostic addresses 005F or 0019.

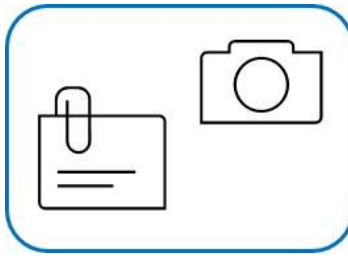
The test plan in ODIS Guided Fault Finding will normally prompt a reset to factory settings or the replacement of DA005F information electronics control unit (J794).

Replacing J794 will not remedy the fault.

The "User" tile may also be missing as seen below:



Figure 2. The user tile is missing.



Documentation is required.

Technical Background

Internal communication fault in gateway. Software-related functional impairment of DTC environment and history data in the diagnostic interface.

Production Solution

In diagnostic interface DA0019 with SW006x for MY 2026.

Service

Before creating a TAC case, check whether a software update for the MMI, connectivity box or gateway is available for the vehicle in the Elsa. Perform any available updates and then reassess the complaint. If this procedure does not fix the problem, follow the reporting obligation below.



Replacing the information electronics control unit (J794) DA005F does not correct the problem!

For customer concerns directly related to the situation described, please proceed as follows:

- Create a TAC web ticket and identify it as related to this repair authorization, TSB 2079922, *90 Repair Authorization: Long boot time on MMI - Loading user information*.
- Provide as much detail as possible about the customer concern
- Attach photos/videos for visual complaints.
- Create a self-diagnosis log and read all measured value blocks from the data bus diagnostic interface (J553) DA0019. Upload this log to paperless.
- Follow repair steps provided by TAC
- If you do not receive a reply from the TSC (Technical Service Center) within two hours, perform the necessary repairs yourself.

When billing, please always attach a photo that clearly shows the complaint to Doc-IT.

To ensure a reference to the vehicle, the photo must include the chassis number and the date.

The photo must not be edited. The photo should be in focus and be taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint.

Please ensure that the photo documentation does not show any persons and/or faces, vehicle registration numbers (number plates) or customer data.

In the event of an error, create a current diagnostic log and read out all measured value blocks from the data bus diagnostic interface (J553) DA0019. Upload this log.



If the concern is actively occurring, please read out all Measured Value Blocks (MVB) of the Gateway. If the two MVBs seen below provide the NRC error, this is a clear indicator that this belongs to this topic.

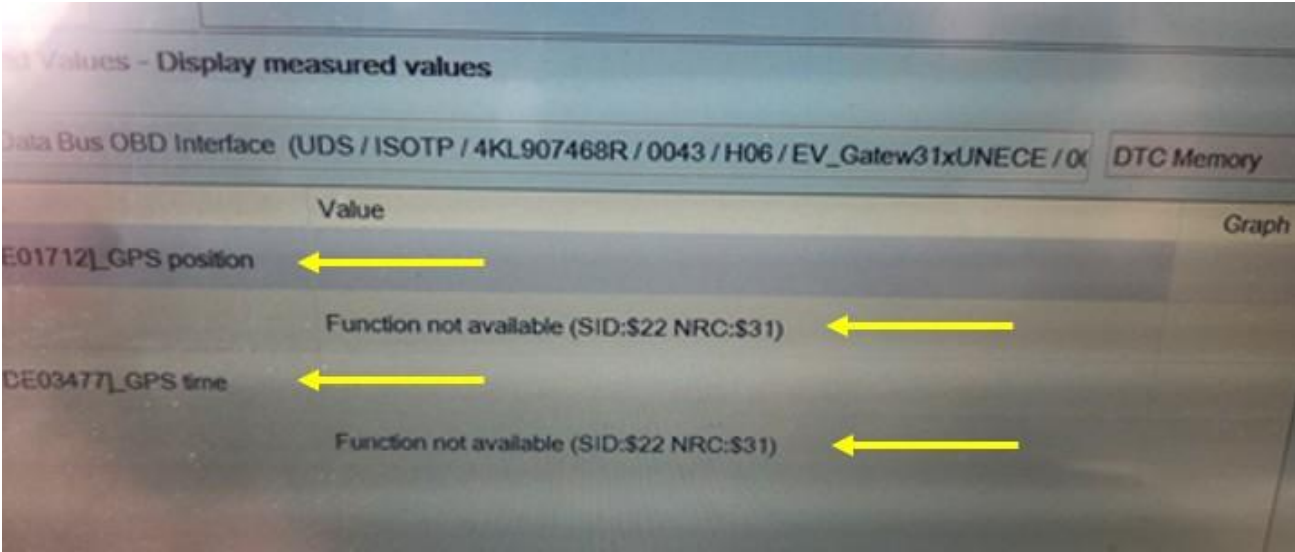


Figure 3.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2079922/2		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (2079922) 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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