

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, and SQ5 Sportback (GU), A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, and SQ6 Sportback e-tron	2025	All	005F – Information electronics 1 Software Version 42* 43* 4462
A6 (FN)	2026		4467

Customer states:

When the MMI is started, 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.



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.

Technical Background

Software issue.

Production Solution

Not applicable.

Service

For A6 Sportback e-tron variants and Q6 e-tron variants this TSB replaces Pending Service Solution (PSS) TSB 2081643: *91 PSS MMI system: continued loading of user settings when MMI is started (VR 28.13.01)*.

Note before workshop visit:

The service technician should check that a combined software update TSB is available.

The combined software update is now available for some of the affected vehicles. Before asking the customer to bring the vehicle into the workshop for repairs, please check whether a combined software update TSB is already shown for this vehicle in ElsaPro. You can also find this information in the central service info TSB 2081477, *00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2**. If a combined software update TSB is not displayed, the combined software update is still being prepared and a measure is not yet available for this vehicle. The planned release schedule can also be found in the central service info TSB 2081477.

Combined software update

The combined software update is now available for some of the affected vehicles.

This complaint is solved in **VR target state 03.11.00/C**. Please check the column **VR target state 03.11.00/C** in the central service info **TSB 2081477, 00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2***.

Here you can find information on whether the measure is already available via a combined software update TSB or whether the measure will be made available later.

Please run the combined software update if available. Proceed according to the combined software update TSB which is specified for this vehicle in the central service info **TSB 2081477**.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.	
Service Number:	9196	
Damage Code:	KD2S	
Labor Operations:	Work for combined service update	Please refer to central service information TSB 2081477
Claim Comment:	As per TSB 2082281/1	

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.

Important for billing under warranty:

Billing is performed via this complaint- related TSB. The service number and damage code from this complaint-related TSB must be stated when billing.

The repair operations for the combined software update can be found in the central service information TSB 2081477, *00 Service info: central overview of combined software update 03.11.00/C PPE/PPC - KD2**.

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

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 (**2082281**) 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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