

Condition

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

Customer states:

The customer adjusted the sound and volume settings on the MMI, but the original settings were restored after a bus sleep cycle.

The customer uses a personal user profile.

Examples of specific functions mentioned by the customer are:

- Treble, bass and subwoofer settings in the sound settings
- Volume of park assist
- Volume of head restraint loudspeakers
- Entertainment volume

Workshop findings:

The complaint can be reproduced in the workshop.

The workshop can rule out that the specified settings were changed due to switching to another user profile or to the guest user profile.



Postpone repair

Technical Background

Software issue.

Production Solution

Not applicable

Service

Please postpone repair. A technical measure is currently being analyzed. This analysis is expected to be completed in the third quarter of 2026.

Note: The target date communicated here is based on planning and is not binding. During the validation, technical and regulatory approval of measures, there may be delays or hindrances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

As part of the process, it is necessary that you enter the vehicle into the PSS.

Proceed as follows:

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.

Required Parts and Tools

Not applicable

Additional Information

All part and service references provided in this TSB (**2082555**) 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.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, LLC / Audi Canada Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.