



Connection offline

Vehicle-specific service

Transaction No.: **2082555/2**

91 PSS MMI system: sound and volume settings lost after bus sleep cycle

Release date: Jun 29, 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, and 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		

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Corrected model table)
1	06/29/2026	Initial publication

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.

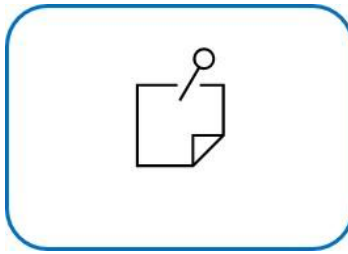
Examples of specific functions mentioned by the customer are:

- 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.

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