

Vehicle-specific service

Transaction No.: 2080201/4

91 PSS Audi connect Q4 privacy mode activates itself

Release date: Aug 11, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment			
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2024	All	0075 – Emergency call module and communication			
			Software part number	Software version	Hardware part number	Hardware version
			*	0556	*	*
			*	0538	*	*
			*	0716	*	*

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Added additional notes)
3	04/29/2026	Revised <i>Condition</i> (Updated verbiage) Revised <i>Service</i> (Added additional notes)
2	03/13/2026	Revised <i>Service</i> (Updated expected ETA)

Customer states:

Privacy mode in the myAudi app occasionally activates itself.

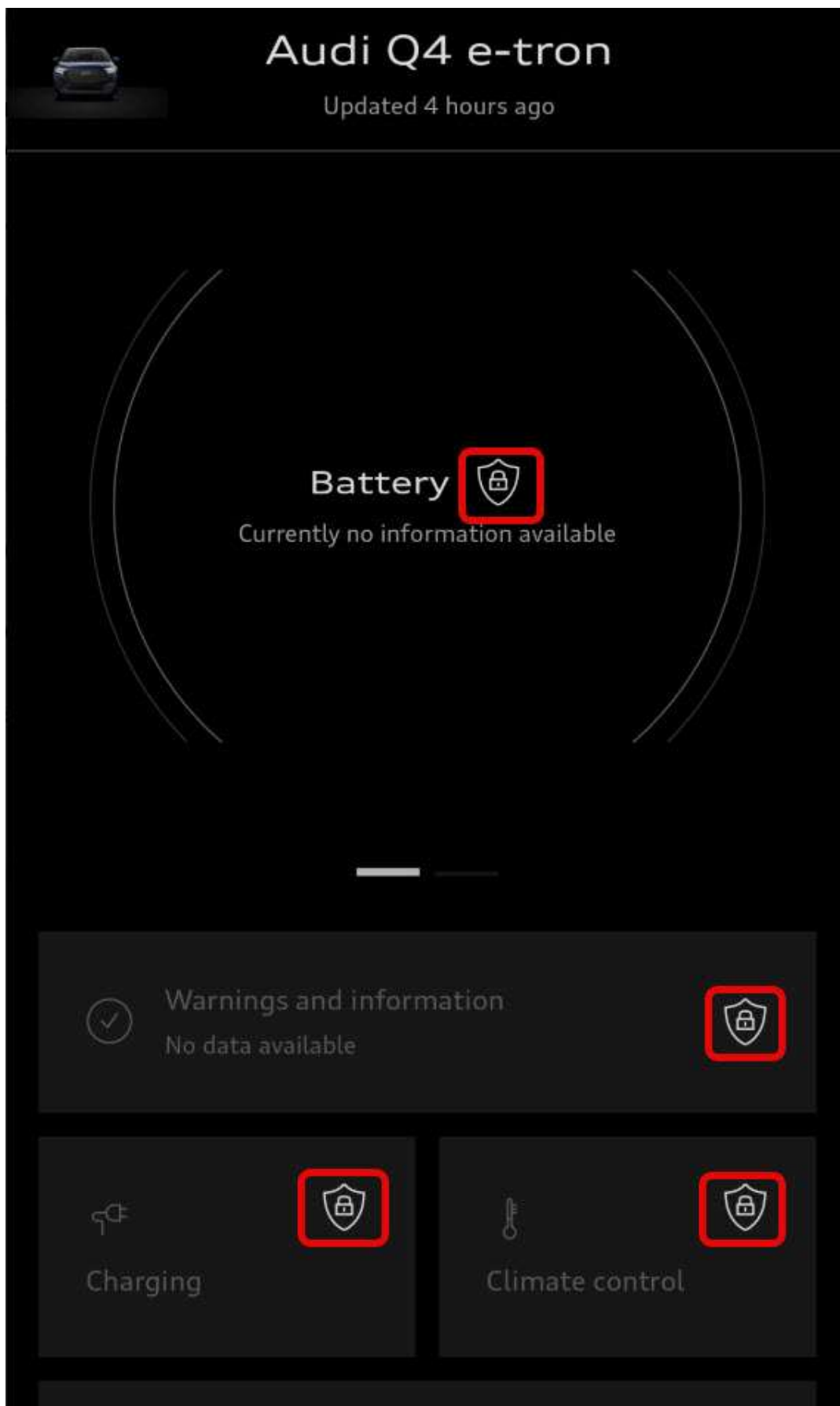
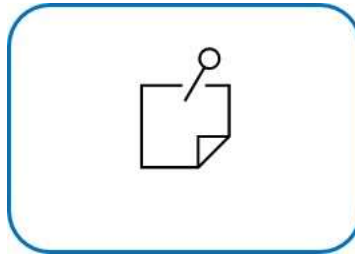


Figure 1. The highlighted lock symbol in the example image indicates that privacy mode is active.

Privacy mode in the myAudi app is deactivated again when the ignition is switched on.

Workshop findings:

The complaint can be reproduced in the workshop.



Postpone repair

Technical Background

Software issue in control unit 1 for information electronics (diagnostic address 005F).

Production Solution

Not applicable.

Service

Please postpone repair. A technical solution is currently being implemented. The solution is currently planned to be available in the first quarter of 2027.

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.

There is no workaround to prevent the complaint from occurring again.

As a part of the process, create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Access Audi (under *Related Links* >> *Service*).

Warranty

This TSB is informational only and not applicable to any Audi 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.

Additional Information

The frequency with which the complaint occurs can be reduced by switching the ignition on by pressing the start/stop button instead of using comfort ready mode.

Comfort ready mode: Activating the ignition by sitting on the driver seat and pressing the brake pedal.

All part and service references provided in this TSB (**2080201**) 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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