

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2024 – 2026	All	With PR Code: V7T AND Without PR Code:S7E

The following TSB describes the specific flashing procedure that must be used on the vehicle.

The following complaints (TSB) are resolved with this software update:

- Moving images are not played while the vehicle is moving.

Technical Background

Software issue.

Production Solution

In week 36/2025.

Service



WARNING

Applies to all vehicles with high-voltage components:

- To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.
- Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.

Updating control units

Important

- Connect battery charger unit in accordance with specifications in “Standards for workshop equipment”.
- Switch off electrical equipment (blower, seat heater, lights, etc.).
- Move selector lever to P.
- **Leave the vehicle (no person or object may be on the driver seat or front passenger seat)**
- **Activate maximum privacy mode (mobile data off).**
- **Switch the ignition (terminal 15) off and on again and then start the update immediately.**



Note:

We strongly recommend flashing using a USB cable. This ensures that data transmission is as reliable as possible.

Infrastructure mode is not permissible as it is very prone to interference/errors.

Diagnostic tester version 2.40.8 or later is essential.

Connect the diagnostic tester to the vehicle via USB. **Do not run the cable through the open window, but instead through the open door** as the electric windows will be operated automatically during the update without the roll-back function.

- Place a (only one) vehicle key on the reader coil.
- Create a USB stick and update the MMI via the red menu.



Select "Update" and the source in which you have inserted the update medium (USB connection). Use the volume control to do this. All control units to be updated are shown; scroll all the way down and start the update. Once the manual update has been successfully completed, leave the red menu entirely before starting a diagnostic session. The MMI will now restart.

- After successfully updating the MMI, open ODIS.
- Select "Diagnosis" to start the tester.
- SVM - Authorized Multiple Code Entry (when copying and pasting the SVM code, make sure there is no line break)

SVM code:

DUCSVM5F,ZGDOIP,BLQ4ME563,DUCDOORWR

- When quitting the program, send flash log (online).
- It is essential to perform a road test/adaptation drive > 40 km/h after the software update has been performed.
- Erase event memory.
- Continue working through the test plan.
- Check that LED on emergency call module is green.
- On vehicles with reversing camera systems: shift to R and check camera image.
- **Deactivate privacy mode (mobile data on).**



Note:

The engine control unit software must be updated on this vehicle. Please observe the information and instructions under “Customer information” with regard to this.

Warranty

Billing is performed via the complaint related TSB 2082956, *00 Service info: central overview of combined software update for MEB - according to UNECE - ID.S 5.4.3/ID.S 5.6.3..* The service number and damage code from this complaint-related TSB must be stated when billing.

The TSB number must always be noted in the “HST number” field in SAGA for ease of processing.

Required Parts and Tools

Create the required USB stick using FMC (successor of SD Creator).

After the SVM code is entered, the diagnostic tester issues the part number for the USB stick to be created.

<u>Part number – MIB3 / DA 005F</u>	<u>USB stick</u>
89A035092L	8W0906961GD
89A035050K	8W0906961GE

This list does not claim to be 100% complete or correct.

Only use the USB stick requested by the diagnostic tester.

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.

All part and service references provided in this TSB (**2082962**) 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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