



# Technical Service Bulletin

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## 91 MMI: AndroidAuto lowers media playback volume during nav prompts despite different settings in the MMI

91 25 02 2076587/1 January 14, 2025.

| Model(s)                          | Year | VIN Range | Vehicle-Specific Equipment |
|-----------------------------------|------|-----------|----------------------------|
| A5, S5, Q6 e-tron, and SQ6 e-tron | 2025 | All       | Not Applicable             |

### Condition

#### Customer states:

- When media is being played back via Android Auto, the playback volume is lowered or interrupted during navigation prompts even if the volume reduction during navigation prompts has been disabled in the MMI.
- When media is being played back via the entertainment feature in the MMI (for example, when connected directly via Bluetooth audio or USB), the volume reduction operates as expected.

#### Workshop findings:

- The complaint can be reproduced at the dealership.

### Technical Background 1

The audio volume reduction in Android Auto is controlled by the paired Android device or the media playback app used on the device.

The audio volume reduction setting in the MMI has no effect on this behavior.

### Production Solution

Not applicable.

### Service

Some navigation and/or media playback apps on Android phones may feature an individual setting regarding muting or interrupting media playback during navigation prompts.

If such a setting is not provided within the app, the customer may contact the specific app support via the provided support link in the app or via the Google Play store.

### Warranty

Billing under warranty is not permitted.



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## Additional Information

All part and service references provided in this TSB (**2076587**) 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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