

 Connection offline

Vehicle-specific service

Topic	69 PSS Postpone repair: rear occupant detection / alarm "unintentional triggering of horn/flashing lights"
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077108/1
Level	EH
Status	Released for publishing
Release date	Mar 7, 2025

Vehicle data

Q6 e-tron, SQ6 e-tron

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GF*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	GF	*	S	A	000001	999999		

Documents

Document name
master.xml



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Transaction No.: **2077108/1**

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Condition

Customer states:

- There are **no** rear occupants in the vehicle → a warning message appears, and the vehicle's horn may sound, and its lights may flash.
- There **are** rear occupants in the vehicle → a warning message appears but the vehicle's horn does **not** sound, and its lights do **not** flash.
- Possibly also interpreted as unintentional triggering of anti-theft alarm.

Workshop findings:

- No event DTCs are logged.
- In the event of a warning where the horn sounds and/or the lights flash: Anti-theft alarm system not triggered during period of complaint, e.g. can be reproduced via the measured value blocks of the anti-theft alarm system.

Technical Background

Issues may occur with the rear occupant detection (available since model year 2025). Due to these issues, the rear occupant detection may trigger warnings more, or less often.

Production Solution

A service package will be introduced by Q3 2025.

Service

1. Explain to the customer that a solution is expected to be available by the end of the third quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

To avoid issues until the update is available, the rear occupant detection should be deactivated permanently on the MMI. See as follows (Figures 1,2):

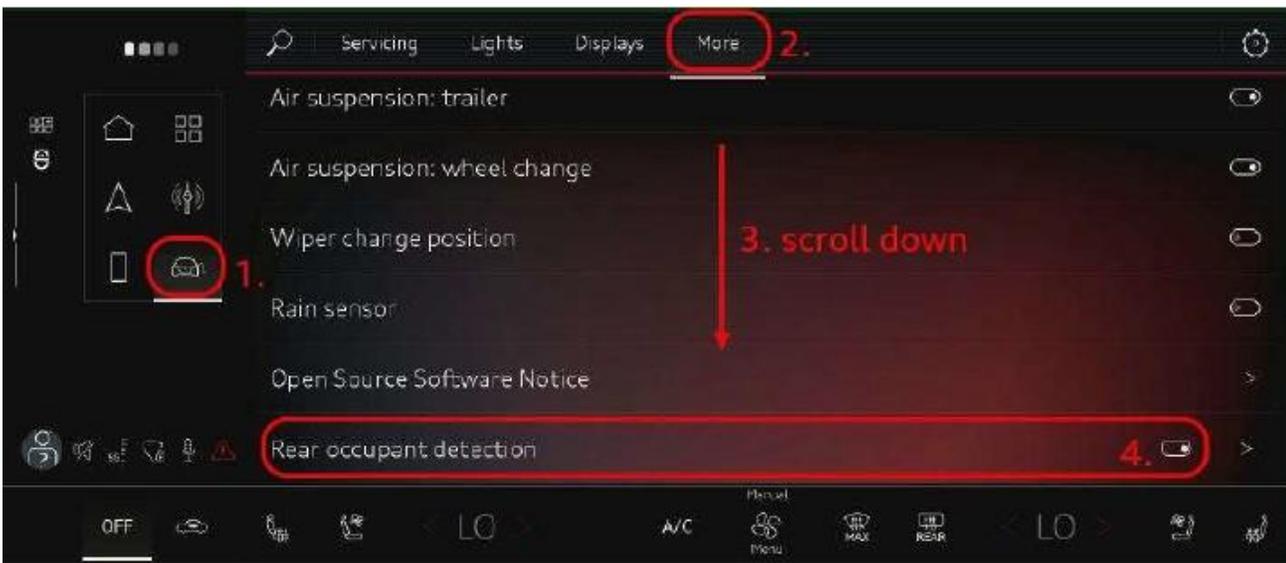


Figure 1. Permanently deactivate the rear occupant detection.

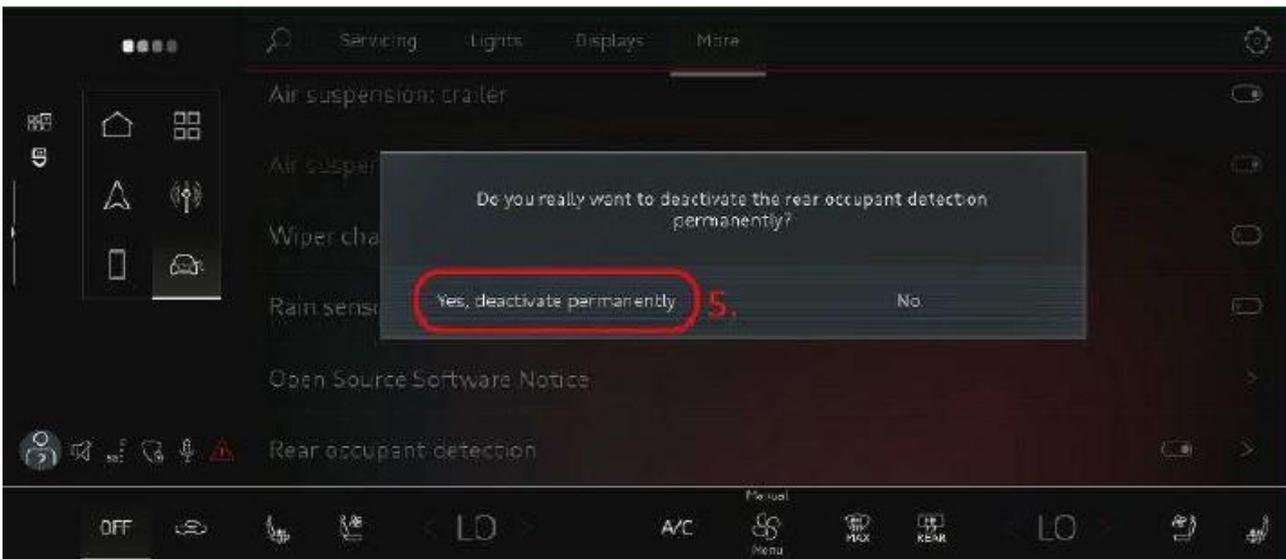


Figure 2. Permanently deactivate the rear occupant detection.

Due to the deactivation, the message “Rear occupant detection: off” appears in the Audi virtual cockpit for a few seconds when the ignition is switched on (Figure 3).



Figure 3. Rear occupant detection off message.

Despite deactivation, the message “Please do not leave any children or animals in the vehicle” may be displayed in the Audi virtual cockpit when the driver leaves the vehicle. This cannot be deactivated (Figure 4).

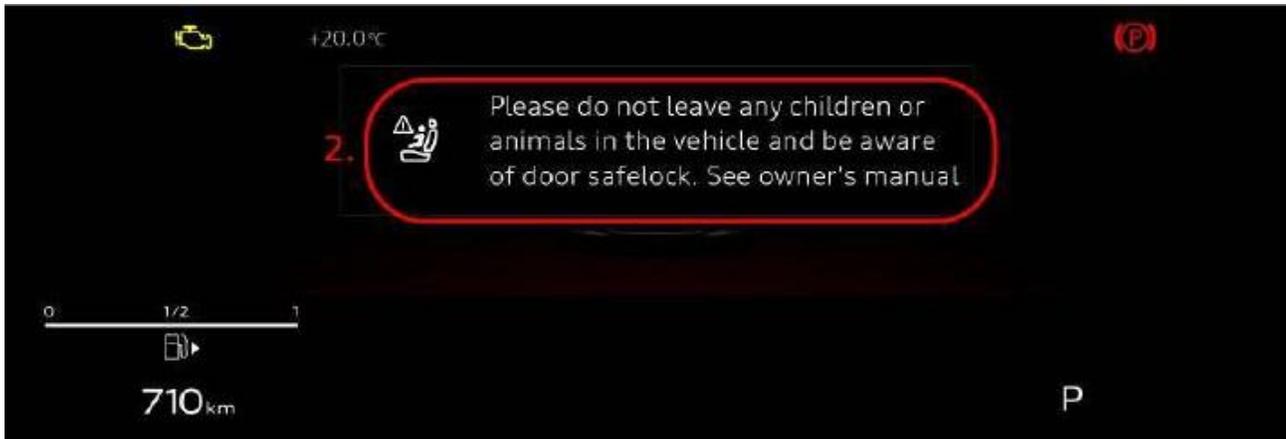


Figure 4. Warning message cannot be deactivated.

Customer Information

A measure is not to be expected before the third quarter of 2025.

The upcoming service package will resolve the issues on the affected vehicles. The customer can reactivate the rear occupant detection after the update (See procedure for deactivation).

Please explain to the customer that the following messages will be displayed in the Audi virtual cockpit when the rear occupant detection is deactivated (Figures 5,6).



Figure 5. Rear occupant detection is switched off.



Figure 6. Rear occupant detection message about leaving persons or animals in the vehicle.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2077108**) 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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