

Technical Service Bulletin

Topic	91 MMI: AndroidAuto lowers media playback volume during nav prompts despite different settings in the MMI
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2076587/2
Level	EH
Status	Released for publishing
Release date	Apr 16, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> audio playback, audio settings -> volume -> audio playback volume during navigation announcements	noises, vibrations -> too quiet	
information, navigation, communication, entertainment -> audio playback, audio settings -> volume -> audio playback volume during navigation announcements	functionality -> not adjustable	
information, navigation, communication, entertainment -> audio playback, audio settings -> volume	functionality -> self-adjusting	

Vehicle data

Q6 e-tron, A5, Q5

Sales types

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

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added models)
1	01/14/2025	Initial publication

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

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.

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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