

Vehicle-specific service

Topic	91 PSS MMI entertainment: occasionally no audio output for entertainment when vehicle is started
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077164/2
Level	EH
Status	Released for publishing
Release date	May 9, 2025

Vehicle data

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		

PR numbers

PR numbers
?:with 8RT

Documents

Document name
master.xml

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Transaction No.: **2077164/2**

91 PSS MMI entertainment: occasionally no audio output for entertainment when vehicle is started

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Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated PR codes) Revised <i>Condition</i> (Updated audio output types) Revised <i>Technical Background</i> (Updated equipment type)
1	03/07/2025	Initial publication

This PSS applies only to Q6 e-tron with a premium sound system with 3D sound and loudspeakers in the head restraints.

Customer States:

When the vehicle is started, there is occasionally no audio output for radio or media on the MMI. The issue occurs consistently across all radio and media sources.

Audio output can also not be restored by pressing or turning the volume control or by pressing the play/pause button in the MMI's entertainment menu. However, the MMI screen gives the impression that audio output is available: the volume bar appears and shows the set volume when the volume control is turned, and playback of the selected media source is indicated when the play button is pressed.

The complaint only affects audio output for the MMI's entertainment functions. Other audio output is available, such as for the following functions:

- Turn signals
- Parking aid
- Warning tones

Workshop Findings:

The concern can be duplicated.

Technical Background

Software issue.

This specific complaint only occurs in vehicles with the following equipment:

PR number	Description
8RT	Bang & Olufsen premium sound system with 3D sound and loudspeakers in the head restraints

Production Solution

The complaint will no longer occur in vehicles manufactured in CW 48/25 or later.

Service

1. Explain to the customer that a software solution for control unit 1 for information electronics (diagnostic address 5F) is expected to be available by the end of the 3rd 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*).

Workaround:

The complaint can be rectified by a bus sleep cycle.

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

All part and service references provided in this TSB (**2077164**) 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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