

Vehicle-specific service

Topic	91 PSS MMI Entertainment: No audio volume reduction after using Apple CarPlay
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078181/1
Level	EH
Status	Released for publishing
Release date	Jun 2, 2025

Vehicle data

PPE/PPC Q6 e-tron, A6 e-tron, A5, Q5

Sales types


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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
*	*	FU	*	*	*	000001	999999		
*	*	GU	*	*	*	000001	999999		
*	*	GF	*	*	*	000001	999999		
*	*	GH	*	*	*	000001	999999		

Documents

Document name
master.xml

 Connection offline

Vehicle-specific service

Transaction No.: **2078181/1**

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Condition

Customer states:

Audio volume reduction for media playback during navigation announcements or traffic reports sometimes do not work.

The concern occurs in particular using Apple CarPlay.

Workshop findings:

The complaint can be reliably reproduced in the workshop by performing the following steps:

1. Check in the MMI audio settings that the audio volume reduction is activated for navigation announcements and traffic reports.
2. Connect a mobile device to use Apple CarPlay and start media playback via Apple CarPlay.
3. Start route guidance via the native navigation system in the MMI.
4. In the MMI navigation menu, select the next navigation instruction so that the navigation announcement is played for this instruction.
5. Activate voice control with Siri (by saying "Hey Siri") and then stop again.
6. Repeat step 4.
7. While the expected audio volume reduction occurs during steps 4 and 5, this is no longer the case during step 6.

Technical Background

Software issue.

Production Solution

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

Service



This PSS may apply to vehicles still in new model launch repair authorization!

- **For vehicles still in launch phase, create a TAC case per the repair authorization in addition to entering vehicle into PSS. Reference this TSB in the TAC case.**

1. Explain to the customer that a solution 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*).

The complaint can be temporarily resolved by performing a soft reset of the MMI (pressing and holding the volume control) or by disconnecting and reconnecting the device used for Apple CarPlay.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2078181**) 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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