

Vehicle-specific service

Topic	91 PSS MMI Entertainment: sound output pauses automatically after starting vehicle
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2076904/2
Level	EH
Status	Released for publishing
Release date	Jun 23, 2025

Vehicle data

Q6 e-tron

Sales types

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

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WAU	*	FU	*	S	*	000001	999999		
WAU	*	GH	*	S	*	000001	999999		
WA1	*	GF	*	S	*	000001	999999		
WA1	*	GU	*	S	*	000001	999999		

Documents

Document name
master.xml

 Connection offline

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Condition

This bulletin applies to 2025 A6 e-tron, A5 (FU), and Q5 (GU).

Customer Statement:

Radio or media playback pauses automatically after starting vehicle.

Workshop Findings:

The last selected media source is connected upon starting the vehicle but is paused automatically. Playback can be continued by pressing play.

Technical Background

Software issue.

Production Solution

Not applicable.

Service

NOTICE

This PSS may apply to vehicles still within the new model launch repair authorization period!

- **For vehicles still in the launch phase, the workshop must create a case with the Technical Assistance Center (TAC) per the repair authorization, in addition to entering the vehicle into the PSS database. Reference this TSB in the first line of 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*).

Playback can be manually restarted by pressing the play button in the MMI radio menu.

Warranty

Replacing parts or attempting repairs will not fix the concern. 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 (**2076904**) 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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