

## Vehicle-specific service

<b>Topic</b>	91 PSS MMI system: Audio output occasionally lost completely
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2077866/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Jun 30, 2025

## Vehicle data

### Q6 e-tron

#### 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
*	*	GH	*	*	*	000001	999999		
*	*	GF	*	*	*	000001	999999		
*	*	FU	*	*	*	000001	999999		
*	*	GU	*	*	*	000001	999999		

## Documents

Document name
master.xml

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added models) Revised <i>Condition</i> (Updated verbiage)
1	06/05/2025	Initial publication

**This bulletin applies only to the A5 (FU), A6 e-tron (GH), Q5 (GU), and Q6 e-tron (GF) with a standard sound system.**

### Customer statement:

There is occasionally a failure of all audio outputs while driving or after the vehicle is started. This affects functions such as:

- Turn signals
- Parking aid
- Warning tones
- Radio
- Media
- Navigation announcements
- Phone calls
- Spoken Audi assistant dialogue

The audio output cannot be restored by pressing or turning the volume control, by restarting media playback, or by switching media sources.

The audio output may be restored after performing a bus sleep cycle or restarting the MMI.

In some cases, the issue is accompanied by a continuous whistling sound from the driver display. In some cases, the MMI crashes when the issue occurs and then automatically restarts thereafter.

### Workshop findings:

The concern can be reproduced in the workshop.

## Technical Background

Software issue

## Production Solution

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

## Service

1. Explain to the customer that this matter is being reviewed, and you will be advised if any action is determined to be needed. A result should be available by the end of the second 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 temporarily resolve the concern, a bus sleep cycle can be performed.**

## **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 (**2077866**) 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.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.