

Technical Service Bulletin

Topic	96 Driver assist systems: intervention by emergency assist - PPE/PPC
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079190/1
Level	EH
Status	Released for publishing
Release date	Sep 9, 2025

New customer code

Object of complaint	Complaint type	Position
assistance systems, comfort controls -> emergency assist -> automatic emergency assist activation	functionality -> too early	
assistance systems, comfort controls -> emergency assist -> automatic emergency assist activation	functionality -> activates without cause	
assistance systems, comfort controls -> emergency assist -> automatic emergency assist activation	functionality -> unintentional deployment	

Vehicle data

A5, Q5, A6 e-tron, 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		*	*	*

Documents

Document name
master.xml

Condition

Customer states:

The customer complains that the emergency assist is activated. The following may be displayed in the instrument cluster when this occurs:



Figure 1: Inactivity detected.



Figure 2: Adaptive cruise control and a braking intervention are active.



Figure 3: Adaptive cruise control, a braking intervention and lane guidance are active.

Technical Background

Refer to the “Emergency assist” chapter of the Owner's Manual and self-study program 687 – Audi Q6 e-tron (type GF).

Production Solution

Not applicable.

Service

You can use the **emergency assist** test program to call up the activation history and display it in ODIS-S. The test program can be found under:



NOTICE

If the software version of front sensors for driver assist systems -R242- (diagnostic address 00A5) is below SW0772, the history can only be read out with a suitable SFD (vehicle diagnostic protection) activation. Please contact Technical Assistance Center (TAC) if necessary.

- *Test plan > Select own test... > Diagnostic capable system > 00A5 - Front sensors for driver assistant systems – R242 > 00A5 - Technical Service Bulletin (TSB) > Emergency assist*

The history is displayed in the following format (example):

- 25.10.2024 / 12:41:05 (UTC+0) – Activation reason: Adaptive cruise assist – highest escalation phase: E2

Below is a list of possible activation reasons and escalation phases with explanations:

Activation reasons:

- **Rear-end collision prevention:** Lateral guidance functions are switched off (lane departure warning/lane center guidance not active). At the same time, driver inactivity was detected for a certain duration in combination with insufficient distance to a vehicle in front.
- **Lane departure warning:** The lane departure warning is active. Several consecutive interventions of the lane departure warning were triggered within a certain period without steering torque during the intervention (not between interventions).
- **Adaptive cruise assist:** The adaptive cruise assist is active. At the same time, driver inactivity was detected for a certain duration.
- **Lane left:** Lateral guidance functions are switched off (lane departure warning/lane center guidance not active). At the same time, driver inactivity was detected for a certain duration in combination with the vehicle leaving the lane when the turn signal was not activated.
- **Fatigue and distraction warning:** “Sleep” was detected by the driver monitoring system.

Escalation phases:

- **E1:** Slight deceleration and visual warning with medium acoustic warning. Vehicle guidance and distance to vehicle in front maintained.
- **E2:** Medium deceleration and visual warning with loud acoustic warning. Vehicle guidance and distance to vehicle in front maintained. Multiple weak brake jolts, belt vibration on driver side, hazard warning lights activated and horn activated (below 50 km/h)
- **E3:** Strong deceleration and visual warning with loud acoustic warning. Vehicle guidance and distance to vehicle in front maintained. Medium-strength brake jolt, belt vibration on driver side and passenger side, hazard warning lights activated and vehicle horn activated (below 50 km/h)
- **E4:** Visual warning, hazard warning lights activated, parking position, eCall activated, doors unlocked

Please also note that the sensitivity of the emergency assist can be adjusted.

The following sensitivity settings are available:

- High (earlier activation)
- Medium (approx. 10 seconds after driver inactivity is detected)

- Low (slightly delayed activation)

Warranty

Claim Type:	<ul style="list-style-type: none"> • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9638		
Damage Code:	0039		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2079190/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2079190**) 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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