

Technical Service Bulletin

Topic	55 Service info: extra force required to close hood
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079332/1
Level	EH
Status	Released for publishing
Release date	Sep 15, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> warning display symbols -> hood latch warning display	functionality -> does not switch off/disconnect	
body attachments and installations -> wiper/washer systems -> windshield washer system spray nozzle	functionality -> no function	> no instruction <
body attachments and installations -> doors, lids operation -> close hood	functionality -> too difficult to move	

New workshop code

Object of complaint	Complaint type	Position
body attachments and installations -> lids -> hood	functionality -> too difficult to move	

Vehicle data

Audi A6 e-tron, Q6 e-tron

Sales types

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

Documents

Document name
master.xml
bearbeitung.jpg

Condition

Customer states:

A message stating that the hood is not closed appears in the instrument cluster.

The windshield washer system does not work.

The hood can only be closed with great difficulty. It does not close when ajar.

Workshop findings:

The message in the instrument cluster is caused by the hood not being fully closed.

The windshield washer system does not work due to the hood not being fully closed.

The hood can only be closed with great difficulty.

Technical Background

The hood not being completely closed triggers the message in the instrument cluster stating that the hood is not fully closed.

Likewise, the windshield washer system does not work due to the hood not being fully closed.

The hood does not close from an ajar position despite being aligned properly. The air from the front compartment (frunk; refer to image) only escapes very slowly (no additional forced venting in front compartment).

It must be ensured that the front compartment is leak-tight.

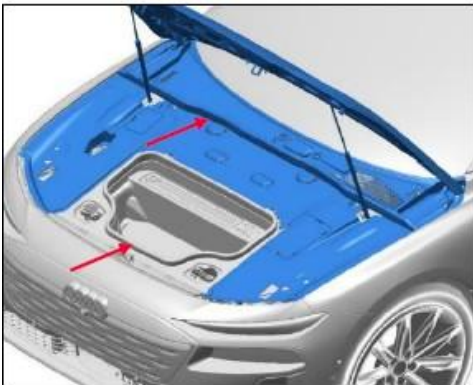


Figure 1. Front compartment.

This phenomenon is additionally affected by the lightness of the aluminum hood.

Production Solution

Not applicable.

Service

Please refer the customer to the information on closing the hood in the Owner's Manual:

- If the hood does not engage, try closing it with a little more momentum.

- If the hood still does not engage, press on the hood near **1** (refer to Figure 2) using both hands until you hear it engage.



Figure 2. Press on the hood where indicated.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2079332**) 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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