

Vehicle-specific service

Topic	91 PSS MMI sound: Settings for surround sound via head restraints are missing
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077615/2
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

Vehicle data

PPE/PPC with headrest speakers

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
WA1	*	GF	*	S	*	000001	999999		
WAU	*	GH	*	S	*	000001	999999		
WAU	*	FU	*	S	*	000001	999999		
WA1	*	GU	*	S	*	000001	999999		

PR numbers

PR numbers
?:with 8RT

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Models) Revised <i>Service</i> (Updated ETA)
1	04/14/2025	Initial publication

This PSS applies to MY 2025 PPE/PPC vehicles A5 (FU), A6 e-tron, Q5 (GU), and Q6 e-tron.

Customer states:

The buttons for surround sound in the driver and passenger head rests are missing in the MMI sound settings; two unmarked bars (Figure 1) are shown instead. Operating these bars does not affect the sound settings.



Figure 1. Two unmarked bars are shown instead of buttons for surround sound in the head rests.

The concern occurs sporadically. The buttons for surround sound may be displayed again after a bus sleep cycle.

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 a solution is expected to be available by the end of the 4th 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*).

If the complaint is made, it can possibly be remedied by performing a soft reset (pressing and holding the volume control) or a bus sleep cycle.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2077615**) 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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