

## Vehicle-specific service

<b>Topic</b>	91 PSS MMI Entertainment: No audio volume reduction after using Apple CarPlay
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2078181/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Oct 7, 2025

## Vehicle data

### PPE/PPC Q6 e-tron, A6 e-tron, A5, Q5 excluding A6 ice

#### 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

<b>Document name</b>
master.xml

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated SW release date)
1	06/02/2025	Initial publication

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

### Customer states:

Audio volume reduction for media playback during navigation announcements or traffic reports sometimes do not work.

The concern occurs in particular when using Apple CarPlay.

### Workshop findings:

The complaint can be reliably reproduced in the workshop by performing the following steps:

1. Check in the MMI audio settings that the audio volume reduction is activated for navigation announcements and traffic reports.
2. Connect a mobile device to use Apple CarPlay and start media playback via Apple CarPlay.
3. Start route guidance via the native navigation system in the MMI.
4. In the MMI navigation menu, select the next navigation instruction so that the navigation announcement is played for this instruction.
5. Activate voice control with Siri (by saying "Hey Siri") and then stop again.
6. Repeat step 4.
7. While the expected audio volume reduction occurs during steps 4 and 5, this is no longer the case during step 6.

## Technical Background

Software issue.

## Production Solution

The complaint 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*).

The complaint can be temporarily resolved by performing a soft reset of the MMI (pressing and holding the volume control) or by disconnecting and reconnecting the device used for Apple CarPlay.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2078181**) 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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