

 Connection offline

**Vehicle-specific service**

Transaction No.: **2081155/2**

96 PSS Vehicle cannot be unlocked, ignition/engine cannot be switched on, 12V battery discharged

Release date: Apr 14, 2026

**Condition**

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU) Q5, Q5 Sportback SQ5, and SQ5 Sportback (GU)	2025 – 2026	All	With PR Code: 2F1
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2025 2027		
A6 (FN)	2026		

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (added details to clarify concern) Revised <i>Service</i> (added details to clarify measure)
1	02/27/2026	Initial publication



**This PSS only applies if a key user has already been added for this vehicle AND a digital key is being used.**

Various complaints may occur depending on the model and the state of charge of the 12V battery.

**Customer States:**

**All Vehicles:**

- The vehicle cannot be unlocked due to a flat 12V battery.
- The vehicle cannot be switched on after it has been opened manually or via the lock cylinder.
- The message “**Low battery charge**” may appear on the instrument cluster.

**Combustion Engine Vehicles only:**

- The engine does not start (battery charge is too low).

## Workshop Findings:

- The customer statement can be reproduced.
- The 12V battery is discharged.

## Technical Background

The vehicle is woken up repeatedly via the digital key until the 12V battery is discharged.

## Production Solution

Not applicable.

## Service

Check the sleep inhibitor data whether one or more of the following control units is logged in the historical data 68 “Bus alerts” with more than 100 waking-up events.

You can read out the data via Guided Functions for diagnostic address 0019.

- **J1192:** “Burglary Protection Control Module FR”.
- **J1193:** “Burglary Protection Control Module RL”.
- **J1309:** “Burglary Protection Control Module IN 2”.

If you can identify one or more of the specified control units as sleep inhibitors/bus alerts, deactivating the digital key is recommended to prevent the 12V battery from being discharged again.

## We are working on a permanent solution.

1. Diagnose the vehicle according to the instructions listed above. If the vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is expected to be available by the end of the 3<sup>rd</sup> quarter of 2026 (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 Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9667		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	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 2081155/2

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

## Additional Information

Please do not reactivate the digital key as this may cause the complaint to occur again.

All parts and service references provided in this TSB (**2081155**) are subject to change and/or removal.

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