

## Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU), A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, SQ6 Sportback e-tron	2025	All	002C - Rear presence detection With Software: 0016 With PR Code: 5P2
A6 (FN)	2026		

### Customer states:

There are **no** rear occupants in the vehicle → a warning message appears and the vehicle's horn sounds and its lights flash.

Possibly also interpreted as unintentional triggering of anti-theft alarm.

### Workshop findings:

No event memory entries logged.

There are **no** occupants in the rear of the vehicle, the rear bench seat is empty and there are no accessories or additional equipment fitted in the rear. Despite this, a warning message is displayed, and the vehicle's horn can sound and its lights flash sporadically.

In the event of a warning where the horn sounds and/or the lights flash: Anti-theft alarm system not triggered during period of complaint, e.g. can be reproduced via the measured value blocks of the anti-theft alarm system.

## Technical Background

Issues may occur with the **rear occupant detection** (available since model year 2025). Due to these issues, the rear occupant detection may trigger warnings more, or less often.

## Production Solution

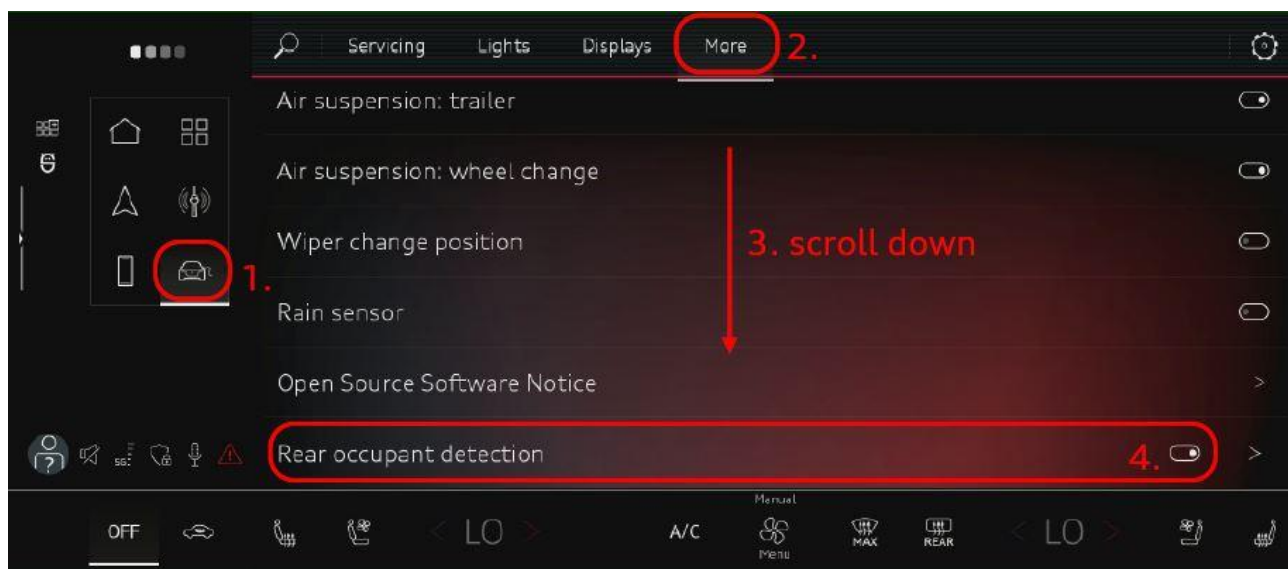
Not applicable.

## Service

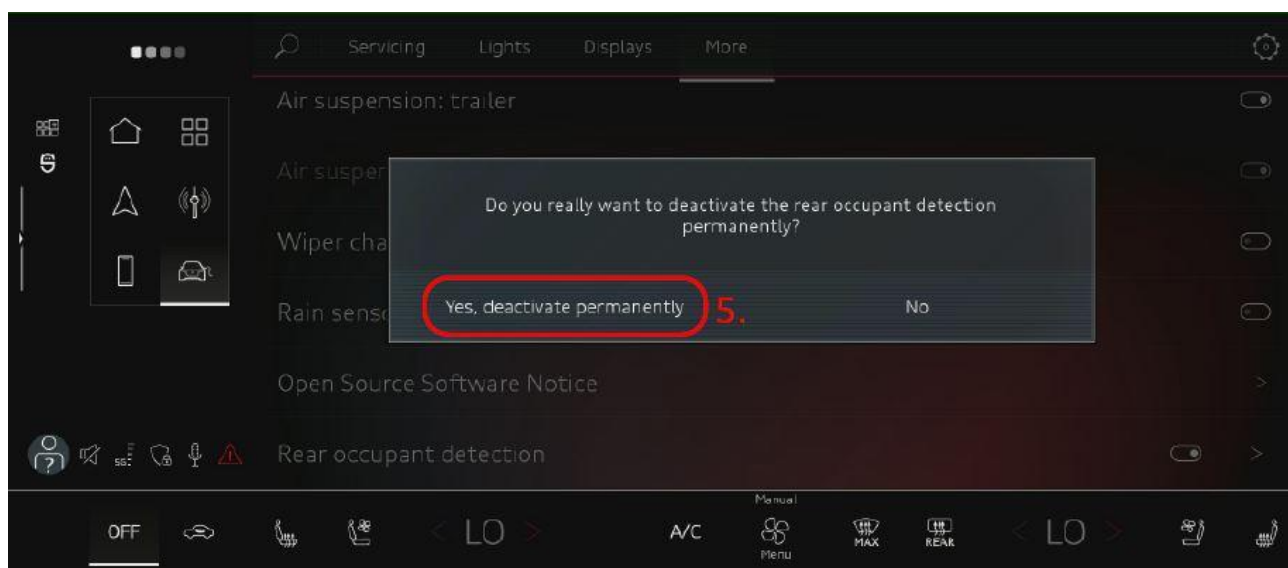
1. Explain to the customer that a solution is expected to be available by the end of the second quarter of 2026 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

**Note:** The target date communicated here is based on planning and is not binding. During the validation, technical and regulatory approval of measures, there may be delays or hindrances in providing the measure throughout the entire process. This must be considered accordingly when communicating with customers.

To avoid issues until the update is available, the *rear occupant detection* should be deactivated permanently on the MMI. To do so, follow these prompts:



**Figure 1.** In the MMI, navigate from the main menu to the vehicle menu, then select “More”, and toggle “Rear occupant detection” to deactivate.



**Figure 2.** Select “Yes deactivate permanently” to save the choice.

Please also explain to the customer that the following messages will be displayed in the Audi virtual cockpit when the rear occupant detection is deactivated.

**NOTICE**

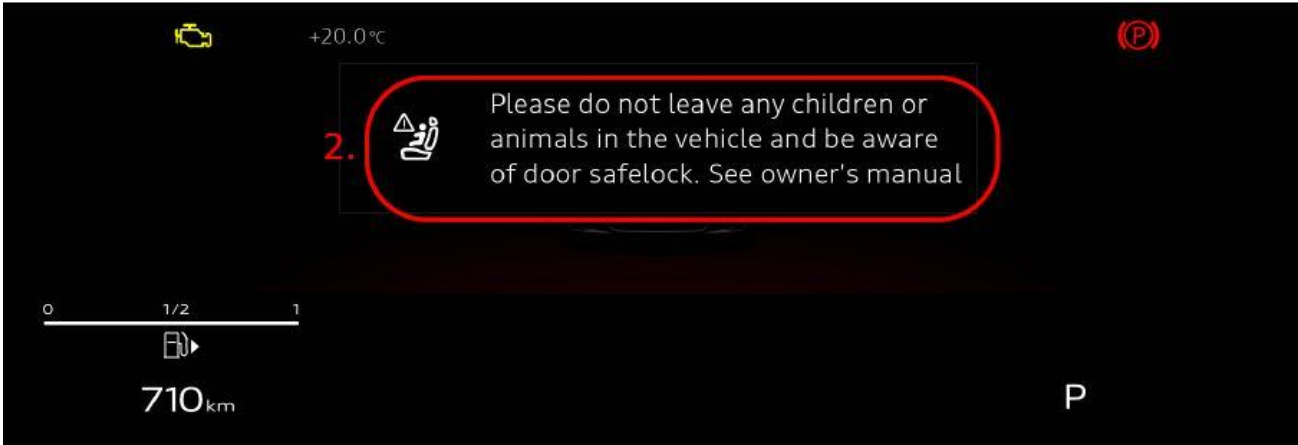
Due to the deactivation, the message “Rear occupant detection: off” appears in the Audi virtual cockpit for a few seconds when the ignition is switched on.



**Figure 3.** The message above will appear for a few seconds after the ignition is turned on once the rear occupant detection has been turned off.

**NOTICE**

Despite deactivation, the message **“Please do not leave any children or animals in the vehicle”** may be displayed in the Audi virtual cockpit when the driver leaves the vehicle. This cannot be deactivated.



**Figure 4.** The message above will appear for a few seconds when the driver leaves the vehicle once the rear occupant detection has been turned off.

**Warranty**

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9602		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	GFF / Guided Functions	0150 0010	See SRT with associated operations

	GFF / Guided Functions	0150 0060	See SRT with associated operations
	Deactivate occupant detection control unit	9602 8399	5 TU
<b>Claim Comment:</b>	As per TSB 2081827/1		

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.

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

All part and service references provided in this TSB (**2081827**) 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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