

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), Q5, Q5 Sportback, SQ5, SQ5 Sportback (GU)	2025 – 2026	All	Not applicable
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	2026		

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Updated verbiage)
2	02/19/2026	Revised header (Add Model Years) Revised <i>Condition</i> (Added model table) Revised <i>Service</i> (Update verbiage)
1	09/09/2025	Initial publication

Customer states:

The customer complains that the emergency assist is activated. The following may be displayed in the instrument cluster when this occurs:



Figure 1: Inactivity detected.



Figure 2: Adaptive cruise control and a braking intervention are active.



Figure 3: Adaptive cruise control, a braking intervention and lane guidance are active.

Technical Background

Refer to the “Emergency assist” chapter of the Owner's Manual and self-study program 687 – Audi Q6 e-tron (type GF).

Production Solution

Not applicable.

Service

You can use the **emergency assist** test program to call up the activation history and display it in ODIS-S. The test program can be found under:

! NOTICE

If the software version of front sensors for driver assist systems -R242- (diagnostic address 00A5) is below SW0772, the history can only be read out with a suitable SFD (vehicle diagnostic protection) activation. Please contact Technical Assistance Center (TAC) if necessary. If SFD activation is required, please observe the following procedure:

- ODIS-S >> Self-diagnosis >> Diagnostic address 00A5 >> Access authorization >> “Use case” = Manual SFD activation >> Select “Implement” >> Respond to query for valid SFD token with “No” >> Copy the displayed activation request structure and send it to Technical Assistance Center (TAC).

! NOTICE

Please note that, after reading out the activation request structure, you must not perform any other writing diagnostic services in diagnostic address 00A5 until you receive the SFD token from Technical Assistance Center (TAC). Otherwise, the SFD token will become invalid.

- Test plan > Select own test... > Diagnostic capable system > 00A5 - Front sensors for driver assistant systems – R242 > 00A5 - Technical Service Bulletin (TSB) > Emergency assist

The history is displayed in the following format (example):

- 25.10.2024 / 12:41:05 (UTC+0) – Activation reason: Adaptive cruise assist – highest escalation phase: E2

Below is a list of possible activation reasons and escalation phases with explanations:

Activation reasons:

- **Rear-end collision prevention:** Lateral guidance functions are switched off (lane departure warning/lane center guidance not active). At the same time, driver inactivity was detected for a certain duration in combination with insufficient distance to a vehicle in front.
- **Lane departure warning:** The lane departure warning is active. Several consecutive interventions of the lane departure warning were triggered within a certain period without steering torque during the intervention (not between interventions).
- **Adaptive cruise assist:** The adaptive cruise assist is active. At the same time, driver inactivity was detected for a certain duration.
- **Lane left:** Lateral guidance functions are switched off (lane departure warning/lane center guidance not active). At the same time, driver inactivity was detected for a certain duration in combination with the vehicle leaving the lane when the turn signal was not activated.
- **Fatigue and distraction warning:** "Sleep" was detected by the driver monitoring system.

Escalation phases:

- **E1:** Slight deceleration and visual warning with medium acoustic warning. Vehicle guidance and distance to vehicle in front maintained.
- **E2:** Medium deceleration and visual warning with loud acoustic warning. Vehicle guidance and distance to vehicle in front maintained. Multiple weak brake jolts, belt vibration on driver side, hazard warning lights activated and horn activated (below 50 km/h)
- **E3:** Strong deceleration and visual warning with loud acoustic warning. Vehicle guidance and distance to vehicle in front maintained. Medium-strength brake jolt, belt vibration on driver side and passenger side, hazard warning lights activated and vehicle horn activated (below 50 km/h)
- **E4:** Visual warning, hazard warning lights activated, parking position, eCall activated, doors unlocked

Please also note that the sensitivity of the emergency assist can be adjusted.

The following sensitivity settings are available:

- High (earlier activation)
- Medium (approx. 10 seconds after driver inactivity is detected)
- Low (slightly delayed activation)

Checking capacitive steering wheel (optional):

The emergency assist is activated when driver inactivity was previously detected at the pedals (brake pedal not pressed, no accelerator pedal gradient) and no steering activity is detected at the steering wheel (steering torque/steering wheel touch).

An exception to this is if the fatigue and distraction warning detects that the driver is asleep. Driver activity at the pedals or steering wheel has no effect in this scenario.

On vehicles fitted with a capacitive steering wheel (PR number GJ6 or GJ7), various grip positions can be checked for correct detection according to the attached instructions.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9638		
Damage Code:	0039		
Labor Operations:	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 2079190/4		

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 (**2079190**) 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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