



Technical Service Bulletin

69 Driver not detected, selecting gears D or R, U173E00

69 23 00 2071692/2 October 25, 2023. Supersedes Technical Service Bulletin Group 69 number 23-97 dated October 9, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron quattro, and Q4 Sportback e-tron	2022 – 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title (Modify title) Revised header (Add customer code) Revised <i>Technical Background</i> (Provided additional details)
1	10/09/2023	Initial publication

Customer states:

- The vehicle cannot be switched from transmission position "P" to "D" or "R".
- or
- The vehicle switches from transmission position "D" or "R" back to "P" automatically.

Workshop findings:

The following DTC may be stored in the Data Bus On Board Diagnostic Interface, J533 (address word 0019):

- U173E00:** Occupant detection Function restriction due to implausible message

No relevant DTC's are stored in the airbag control module, J234 (address word 0015).

Technical Background

For this Audi model, the exit strategy is responsible to detect and to authenticate the driver. Once detected and authenticated, the driver can turn on the vehicle's ignition by pressing the brake pedal without having to push the start/stop button. With the driver's door closed, the driver seat occupant recognition sensor or the seat belt buckle are decisive in determining if the transmission position "D" or "R" can be selected. With the driver's door closed and the driver's seat belt fastened, the positions "D" or "R" can always be selected.

In addition, the exit strategy is also responsible to prevent the vehicle from rolling away if a driver has not been detected. If the driver's seatbelt is not fastened and the driver is not detected, for example due to their low weight or position in the seat, the vehicle immediately returns to position "P" if "D" or "R" were selected. The driver seat



Technical Service Bulletin

occupant recognition system has to ignore people and objects on the driver's seat that are too light (e.g. children or bags on the seat). This is necessary due to the ease with which the exit strategy enables the vehicle to be ready to drive.

The driver seat occupant recognition sensor is a pressure sensor located underneath the foam in the center of the seat. In the case of very light drivers, shifting body weight can cause a driver to no longer exert enough pressure on the sensor. Therefore, the occupant recognition sensor can no longer detect the driver. For safety reasons, if the driver is not wearing a seat belt, the transmission position is then switched back from "D" or "R" to "P". This safety feature is only active when stationary or at low speeds.

Production Solution

Not applicable.

Service

- If the driver's seat belt is fastened, the seat belt recognition has a higher priority than the seat occupant recognition. Therefore, the driver should always wear their seat belt and the driver's door should always be closed when driving. With the driver's seat belt buckled and the driver's door closed, the transmission position will not be switched automatically from "D" or "R" to "P". The transmission will remain in the selected position even when stationary or at low speeds.
- Replacing the seat occupant recognition sensor 4N0963553* is not the solution to this complaint if no DTCs clearly relevant to the seat occupant sensor are stored in the airbag control module, J234 (address word 0015).
- Please advise your customers to always wear their seat belt when driving!
- Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2071692**) 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.

©2023 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may



Technical Service Bulletin

these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.