



Technical Service Bulletin

69 Driver not recognized / detected, U173E00

69 23 97 2071692/1 October 9, 2023.

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

Condition

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

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.



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- 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.

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