



Connection offline

Technical Service Bulletin

Transaction No.: **2079999/1**

91 Volume control cannot be operated, background lighting not working DTC U11B900
Volume control no communication

Release date: Nov 10, 2025

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A5, S5 (FU), A6 Sportback e-tron, S6 Sportback e-tron (GH), Q5, Q5 Sportback e-tron, SQ5, SQ5 Sportback e-tron (GU), Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron (GF)	2025	All	Not applicable

Customer states:

The customer complains that the volume control is not working correctly. It is not possible to operate the volume control, and the background lighting is not working.

Workshop findings:

The complaint can be reproduced.

The DTC ***“U11B900 Volume control no communication, active/static”*** is logged in the control unit for information electronics J794 (diagnostic address 005F).

Technical Background

Software issue in volume control.

Production Solution

Production change implemented in third quarter of 2025.

Service

Update the vehicle software following directions in TSB 2079690, *00 Combined software update 03.10.00/C (28.13.01) KD2*.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9110		
Damage Code:	KD02		
Labor Operations:	Software update, including connecting battery charger	0151 0010	See SRT with associated operations

	Fixed rate for software update, including all required preliminary and follow-up work (including bus sleep cycle, calibration drive, additional work and restarting software update if flashing is aborted)	0151 0040	130 TU
Claim Comment:	As per TSB 2079999/1		

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.

When performing the combined software update, time stamps are not required for billing under warranty. You are therefore permitted to work on other vehicles at the same time. The combined software update can also be performed by non-productive personnel.

Additional Information

All part and service references provided in this TSB (**2079999**) 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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