



# Technical Service Bulletin

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## 91 MIB2: the driver volume control (E67) is inoperative

91 19 91 2056231/1 September 20, 2019.

| Model(s)           | Year        | VIN Range      | Vehicle-Specific Equipment |
|--------------------|-------------|----------------|----------------------------|
| A4, A5, Q5, and Q7 | 2018 - 2019 | Not Applicable | With MIB2                  |

## Condition

### Customer states:

- The MMI volume is not adjustable via the driver volume control (E67) in the center console.
- Volume adjustment via the steering wheel volume control is working.

### Workshop findings:

There is no DTC or the following DTC may be stored in the information electronics control module 1, J794 (address word 005F):

- **DTC U11B900** (Volume control, no communication).

## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service

### Option 1: DTC U11B900

1. Follow the test plan in ODIS.

### Option 2: If no relevant DTC is stored

1. Try to reproduce the fault. If it is not reproducible, ask the customer if an active audio source was selected at the time of the concern. The volume cannot be adjusted if an inactive audio source is selected. In this case, a volume popup should appear stating “currently unavailable”. This would be normal behavior.



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2. Gain access to the connector of the driver volume control (E67).
3. Confirm that the connector is securely connected to the driver volume control (E67).
4. If the connector is connected securely, unplug the connector, wait approximately 10 seconds and plug the connector back in.
5. Verify the operation of the driver volume control (E67):
  - If the driver volume control (E67) is operational now, please document the probable cause in the warranty claim and release the vehicle.
6. If the driver volume control (E67) is still inoperable, check the wiring between the driver volume control (E67) and the Multimedia System Control Head (E380) as well as the connection to ground. The resistance of those connections should be below 3  $\Omega$ .
  - If the wire resistance is out of spec, repair the wiring harness.
  - If the resistance of the wire is within spec, replace the driver volume control (E67).

## Warranty

|                          |                                                                                                                                                                                                                                                     |              |                                                    |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                                                    |
| <b>Service Number:</b>   | 9195                                                                                                                                                                                                                                                |              |                                                    |
| <b>Damage Code:</b>      | 0040                                                                                                                                                                                                                                                |              |                                                    |
| <b>Labor Operations:</b> | Multimedia operating unit remove + reinstall                                                                                                                                                                                                        | 9195 1900    | See SRT                                            |
|                          | Measure wiring harness resistance (if applicable)                                                                                                                                                                                                   | 9709 9999    | 10 TU                                              |
| <b>Diagnostic Time:</b>  | GFF                                                                                                                                                                                                                                                 | 0150 0000    | Time stated on the diagnostic protocol (Max 50 TU) |
|                          | Road test prior to the service procedure                                                                                                                                                                                                            | No allowance | 0 TU                                               |
|                          | Road test after the service procedure                                                                                                                                                                                                               | No allowance | 0 TU                                               |
| <b>Claim Comment:</b>    | As per TSB #2056231/1                                                                                                                                                                                                                               |              |                                                    |



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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.

## Required Parts and Tools

| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. |                                                                    |               |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------|
| Part Number                                                                                         | Part Description                                                   | Quantity      |
| See ETKA                                                                                            | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |

## Additional Information

All parts and service references provided in this TSB (2056231) are subject to change and/or removal.

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