



Technical Service Bulletin

91 MIB3: Volume control not working - U11B900

91 24 96 2072873/5 December 17, 2024. Supersedes Technical Service Bulletin Group 91 number 24-67 dated October 16, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, e-tron GT, RS e-tron GT, Q4 e-tron, and Q4 Sportback e-tron	2022 – 2025	All	Not Applicable
RS 3	2022 – 2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (added MY25)
3	05/07/2024	Revised header (added customer codes) Revised <i>Service</i> (updated reset time) Revised <i>Warranty</i> (updated labor ops)
2	02/23/2024	Revised header (updated part number filter) Revised <i>Warranty</i> (updated labor ops)

Customer states:

- The touch-operated volume control in the center console is not working.
- The volume control, as well as the skip buttons are inoperable.

Workshop findings:

The following DTC and symptom code is stored in *Information Electronics name* -J794-, (address word 005F):

- DTC U11B900:** Volume control no communication (active/static).

Technical Background 1

Software issue.

Production Solution

Optimized software introduced in current series production from week 10/2024.



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Service

Required equipment:

- ODIS Tester.
- SVM code.
- Volume Control Module Software update on USB Flash Drive. (Download the software from MirrorServer using the SD Creator Program or, if not available for download, order the update medium from parts with the part number listed in *Required Parts and Tools*.)

Time to complete update:

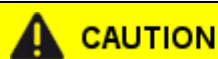
- Approximately 20 minutes (includes 10 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the Volume Control Module using Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code **693A001**.

Method 2: Manual update due to SVM code or Server issues.

Installed Volume Control Part Number	SD Creator Part Number	SVM Code
8Y0.919.616 8Y0.919.616.A	8W0.906.961.CR	693A001
8Y0.919.616.B	8W0.906.961.CS	



CAUTION

It is imperative that you use the correct update medium based on the part number of the volume control unit installed in the vehicle. Failure to do so may result in malfunctions.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9110
Damage Code:	0040



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Labor Operations:	Program operating unit	9195 2599	20 TU
	GFF	0151 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2072873/5		

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.

Additional Information

All parts and service references provided in this TSB (**2072873**) are subject to change and/or removal.

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