



Connection offline

Technical Service Bulletin

91 MIB3: Volume control not working - U11B900

Transaction No.: **2072873/6**

Release date: Jan 14, 2026

Condition

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

REVISION HISTORY

Revision	Date	Purpose
6	-	Revised <i>Warranty</i> (updated labor ops) Revised <i>Service</i> (updated instructions)
5	12/17/2024	Revised header (added MY25)
4	05/07/2024	Revised header (added customer codes) Revised <i>Service</i> (updated reset time) 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 complaint can be preproduced.

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

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

Technical Background

Software issue.

Production Solution

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

Service

Check the current software part number of the volume control.

To determine the SW part number proceed as follows:

1. Open diagnostic address 005F in ODIS

2. Display the system identification in the top window
3. Search for the Sensoric LSR System information and note down the software version



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 will result in malfunctions.

SW part number of volume knob	FMC Part Number	SVM Code
8Y0.919.616 8Y0.919.616.A	8W0.906.961.CR	693A001
8Y0.919.616.B	8W0.906.961.CS	

Use FMC to create the update medium. Please use a USB stick that complies with at least the USB 2.0 specification. The update medium cannot be ordered via the parts system.

Use the red engineering menu to start the update.

To access the red engineering menu, press the top right of MMI display J685 for at least 3 seconds with 2 fingers.

Start the update according to the menu navigation.

After the update is complete, leave the engineering menu using on screen navigation.

The MMI will restart.

Finally, perform feedback documentation (version compare) with SVM code **693A001**.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9110		
Damage Code:	0040		
Labor Operations:	Program operating unit	9195 2599	20 TU
	Remove and install volume control (only if needed)	9195 19XX	See SRT with associated operations
	GFF	0151 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2072873/6		

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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