

# Technical Service Bulletin



## 91 Navigation plus (RNS-E) DVD/CD cannot be ejected or eject button is disabled and cannot be enabled

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2006-2013	All	RNS-E Navigation
TT	2008-2015	All	RNS-E Navigation
R8	2008-2016	All	RNS-E Navigation

## Condition

The audio CD or navigation DVD cannot be ejected from the RNS-E optical disc slot behind the navigation screen.

## Technical Background

The adaptation for enabling the eject button was either not performed at PDI or was not performed correctly (with a bus sleep immediately following the adaptation change). If ODIS OBD self-diagnosis was used, then it's possible a value of "1" was used, or if using the GFF test plan, the "CD/DVD Ejecting" option was incorrectly chosen. Setting the adaption to "1" or choosing the "CD/DVD Ejecting" option, is a one-time eject option that allows the ODIS tester to only eject the CD/DVD. This option does not permanently change the adaptation value and as a result the eject button remains disabled.

## Production Solution

Not applicable.

## Service

Follow the instructions in TSB 2013790, *CD/DVD cannot be ejected*, and ensure that a bus sleep cycle is performed after the adaptation channel is changed. Also ensure that the correct GFF test plan option is chosen. The RNS-E system does not save any adaptation channels until the system has performed a sleep cycle. If the RNS-E is reset with a power button reset, it will force the system to lose any adaptation changes made prior to the reset. It is important to allow the vehicle to complete a sleep cycle immediately following the adaptation change (or after exiting ODIS) and before any additional service work is performed with GFF.



**Tip:** Current MMI3G/3G+/MIB systems will save adaptation changes immediately, but will not apply the changes until a three-finger reset is performed. The RNS-E does not behave this way.

## Perform a sleep cycle:

1. Ensure Transport Mode is disabled.
2. Remove the VAS 5054 diagnostic head from the vehicle.
3. Roll all windows up.
4. Close all doors, hood, and rear lid.
5. Lock the vehicle and confirm an alarm tone is heard.
6. Allow at least two minutes to pass before opening the vehicle.

## Verify the eject button is working:

1. Turn the ignition on.
2. Wait at least one minute to allow the RNS-E to fully boot up.
3. Press the screen open button.
4. Press the CD/DVD eject button. Multiple presses may be necessary if the adaptation channel was changed on the previous ignition cycle.
5. If the eject button does not work, manually check the adaptation channel 67 using ODIS OBD (Self-diagnosis) and verify it is set to "0".
6. Setting this adaptation to "1" only temporarily allows the disc to be ejected. This is a one-time command and does not permanently change the adaptation channel. This is the same as choosing the "CD/DVD Ejecting" option using the GFF test plan. It must be set to "0" to permanently enable the eject button.
  - The default setting from the factory is "255". This disables the eject button for theft protection. If the adaptation channel is set to "1", it will eject the disc but the value will revert to "255" and the eject button will stay disabled. It must be set to "0" to permanently enable the eject button.
  - If the adaptation channel is set to "255" repeat all the steps above. If, after a second time the value remains unchanged at "255", contact TAC for further assistance.

## Warranty

This TSB is informational only and not applicable to any Audi warranty. Replacing the RNS-E head-unit for this concern is not allowed under Warranty unless authorized by TAC.

## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2013790: *CD/DVD cannot be ejected*

All parts and service references provided in this TSB (2038296) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.