

Technical Service Bulletin



91 Infotainment system does not work; DTC U110300 (production mode active) stored

91 14 56 2038072/1 August 11, 2014.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015	All	Not Applicable

Condition

- The infotainment screen does not move out.
- The infotainment system sound does not work.
- **DTC U110300** (Production mode active) is stored in the information electronics module 1, J794 (address word 5F).

Technical Background

The production mode (not transport mode) is active in the information electronics module 1.

Production Solution

Not applicable.

Service

Deactivate the production mode of the information electronics module 1:

1. Right-click on the 5F module. In the drop-down menu, select **Control module OBD** (Figure 1).

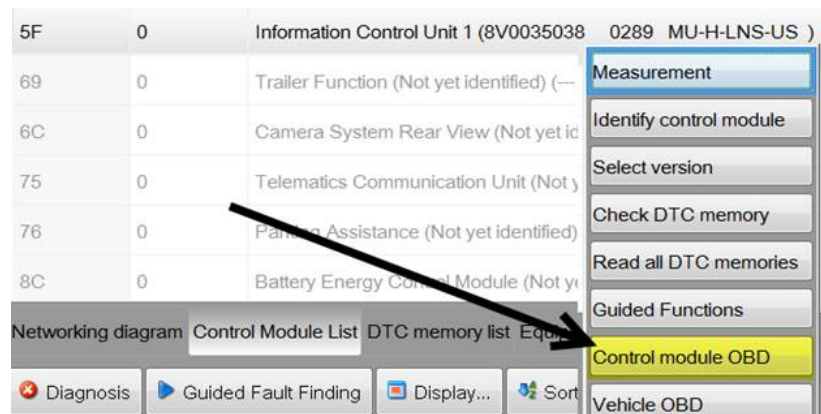


Figure 1. Select **Control module OBD**.

2. In the OBD functions menu, select **Adaptation** (Figure 2).

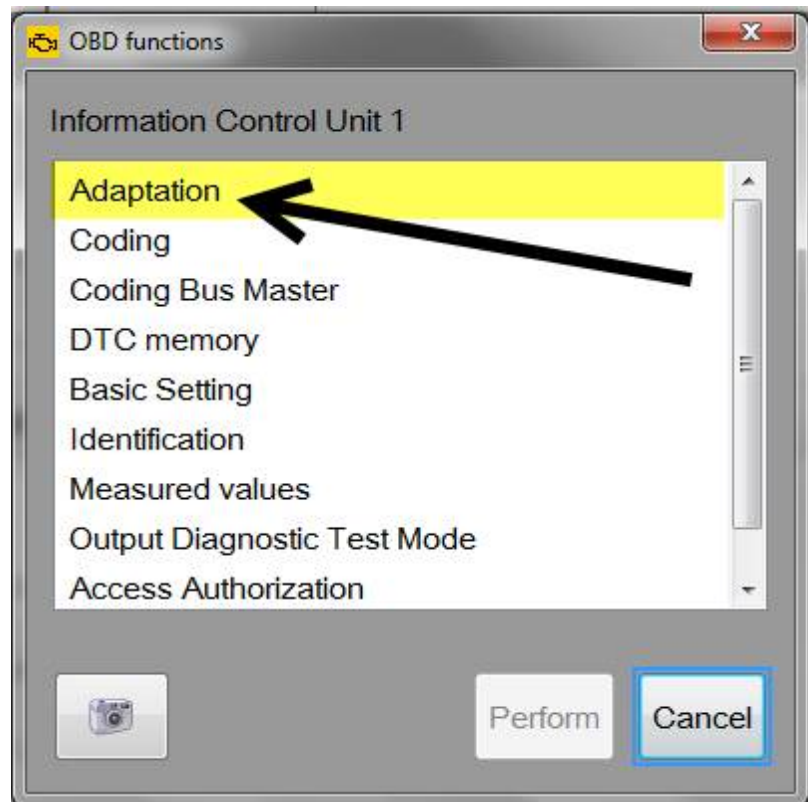


Figure 2. Select **Adaptation**.

3. In the 5F module adaptation menu, scroll to **Deactivate production mode** (Figure 3). In the adaptation, a **Current value** of "0" is standard. To deactivate the production mode, re-enter "0" in the **Entry** field, then select **Apply** to confirm the value.

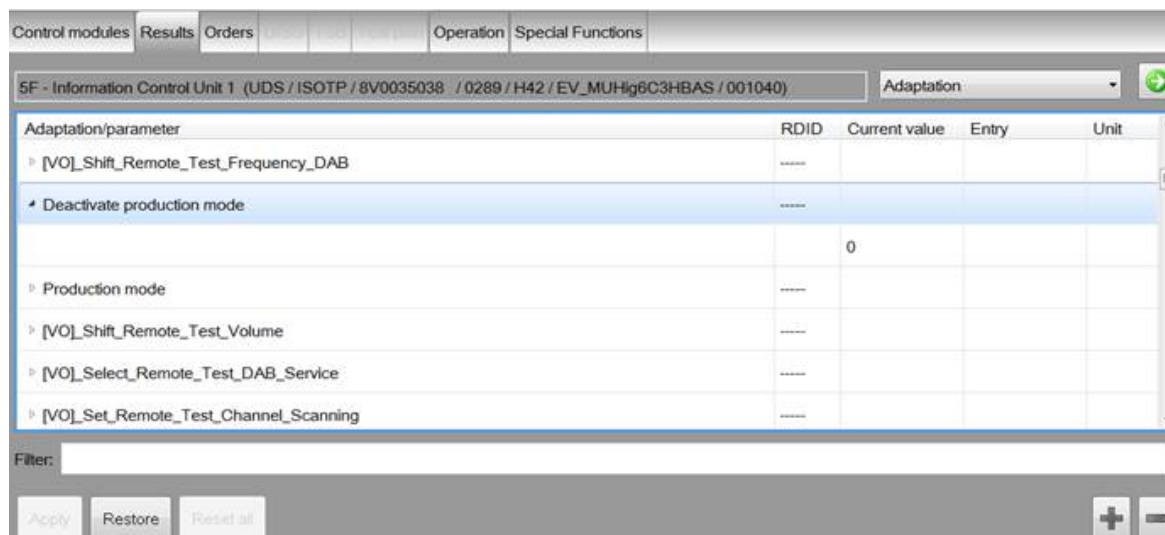


Figure 3. Scroll to **Deactivate production mode**.

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4. After successful adjustment, clear the fault from the 5F module. The infotainment system should now be functioning properly.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 60 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2038072/1		

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.

Required Parts and Tools

A parts replacement does not fix the problem and cannot be accounted under warranty.

Additional Information

All parts and service references provided in this TSB (2038072) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.