

Technical Service Bulletin



91 MIB Infotainment system cannot be turned on, or sporadic concerns

91 14 57 2038073/1 August 11, 2014.

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

Condition

- One of the following conditions is present:
 - The infotainment system cannot be switched on.
 - The infotainment system cannot be reset.
 - The infotainment system cannot be operated via control panel and steering wheel buttons.
 - The infotainment system screen is sporadically blank.
- Both of the following DTCs are stored as either active (static) or passive (sporadic):
 - **DTC U111000** (Function restriction due to communication interruption) in the instrument cluster control module, J285 (address word 17).
 - **DTC U006500** (Infotainment CAN - no communication) in the gateway control module, J533 (address word 19).

Technical Background

The grey 12-pin flat contact lock (Figure 1, B) is not correctly slotted in the quad lock housing (Figure 1, A).

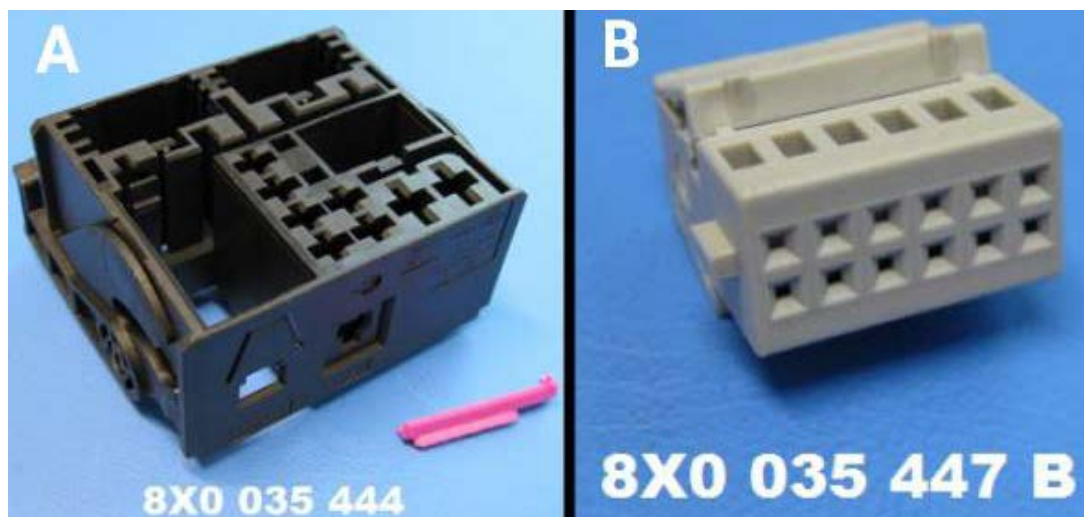


Figure 1. Quad lock housing (A) and 12-pin flat contact lock (B).

Production Solution

Continuous quality measures.

Service

1. Perform GFF to confirm that both **DTC U111000** and **DTC U006500** are found. If both faults are not found, this TSB does not apply. Continue diagnosis outside of this bulletin.
2. If both faults are found, open the glove box and remove the information electronics control module 1 (J794) (Figure 2).



Figure 2. Remove the J794 module.

3. Remove the quad lock. Check the grey 12-pin flat contact lock to see if it is correctly slotted in the flat contact housing (Figure 3).

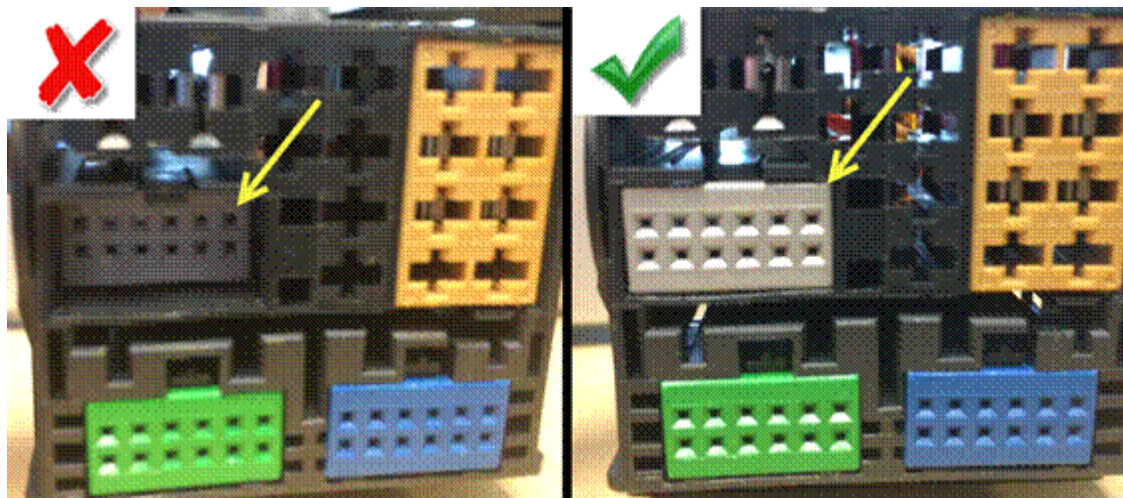


Figure 3. Grey 12-pin flat contact lock incorrectly slotted (left) and correctly slotted (right).

4.
 - If the grey 12-pin flat contact lock is correctly slotted into the quad lock, this TSB does not apply. Continue diagnosis outside of this bulletin.
 - If the grey 12-pin flat contact lock is not (and cannot be) correctly slotted into the quad lock, replace both the quad lock and the grey 12-pin flat contact lock.
5. Make sure that all contacts and locks are in the correct position.

Technical Service Bulletin



Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9709		
Damage Code:	0028		
Labor Operations:	ECM information display control head remove+reinstall	9196 1900	30 TU
	Repair display/control panel ECU	9196 4199	20 TU
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 #2038073/1		

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

Part Number	Part Description	Quantity
8X0035444	Flat contact housing (black)	1
8X0035447B	Flat contact housing (12-pin, grey)	1

Additional Information

All parts and service references provided in this TSB (2038073) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.