

# Technical Service Bulletin



## PSS 91 Audio volume stays muted after vehicle is reversed

91 16 58 2044833/1 July 13, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2016	All	Not Applicable

## Condition

- The audio volume stays muted after the vehicle is reversed then driven forward (Figure 1).
- The issue can be intermittent and can happen with any audio source.
- The issue can be recreated with the following process: Allow the car systems to go to sleep, then quickly enter the vehicle, start the engine immediately, and put the car in reverse. After the backup camera is activated, drive the vehicle forward until the image is deactivated. The audio will stay muted. The issue occurs when the backup camera is activated and the MMI is still booting up.



Figure 1. Audio volume muted.

## Technical Background

The MMI software needs to be updated.

## Production Solution

Not applicable.

## Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links*>>*Service*), or through the Technical Assistance page in Elsa.

# Technical Service Bulletin

---



## Warranty

This TSB is informational only and not applicable to any Audi warranty.

## Additional Information

All parts and service references provided in this TSB (2044833) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.