

Technical Service Bulletin



PSS 91 MMI volume cannot be adjusted with volume knob

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	All	Not Applicable

Condition

- The customer complains the volume of the MMI system cannot be adjusted with the main volume knob on the MMI control panel (Figure 1).
- The following conditions are true:
 - The vehicle is a 2017 Q7
 - The condition is sporadic
 - The volume can always be adjusted using the steering wheel volume control
- **DTC U11B900** (Volume control No communication) is stored in the information electronics control unit 1, J794 (address word 5F).



Figure 1. E67 Driver Side Volume Control

Technical Background

There is a known software concern that can cause an issue with the LIN communication between the E67 driver side volume control and the information electronics control unit 1.

Production Solution

New software.

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.

When the customer experiences the condition, the volume control can be reestablished with the following workaround:

- Press down on the volume knob.
- Turn the volume knob again to adjust the volume.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2044951) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.