# Technical Service Bulletin

Audi

**PSS 91 MMI volume cannot be adjusted with volume knob**

91 16 65 2044951/1 August 4, 2016.

| 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.



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## 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.



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