

Technical Service Bulletin

PSS 91 SIRIUSXM intermittently no volume and message "Currently Unavailable" when adjusting volume

91 17 18 2047295/1 March 23, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2017	All	MMI Radio plus

Condition

The customer owns a 2017 A3 with MMI Radio plus (PR code "7UH") and complains that when listening to SIRIUSXM the sound intermittently drops out with no volume. When this happens a message of "Currently Unavailable" is seen in the MMI when the customer tries to adjust the volume level.



Figure 1. Message "Currently Unavailable"

Technical Background

The MMI software can incorrectly diagnose a short circuit for the satellite radio antenna. This incorrect diagnosis causes the audio to drop out only when listening to SIRIUSXM. The only way to resolve the concern is to perform a three-finger reset of the MMI or stop the car and turn the ignition off and back on. After a soft reset or an ignition cycle, the issue is resolved.

Production Solution

The improved MMI software will be introduced into series production starting with 2018 Model Year.

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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 vehicle components for this condition since this will not resolve the customer's concern.
2. Explain to the customer how to perform a soft reset of the MMI. Please make sure the customer does this with the vehicle at a stop to prevent driver distraction while driving.

3. The three-finger system reset of the MMI can be performed by pressing up on the Navigation toggle switch and the Radio toggle switch at the same time and then press down on the main MMI knob all at the same time. Once these three switches and knob are released the MMI will perform a soft reset. Please inform the customer that any changes made to the MMI settings during the current ignition cycle will be lost, including but not limited to, navigation destinations, navigation route guidance, radio presets, and Bluetooth pairing.



Figure 2. Three-finger system reset

4. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under App Links>>Service>>Pending Service Solutions (PSS)), or through the Technical Assistance page in Elsa.

Warranty

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



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Additional Information

All parts and service references provided in this TSB (2047295) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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