



Technical Service Bulletin

91 MIB2: the driver volume control (E67) is inoperative

91 19 91 2056231/1 September 20, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, Q5, and Q7	2018 - 2019	Not Applicable	With MIB2

Condition

Customer states:

- The MMI volume is not adjustable via the driver volume control (E67) in the center console.
- Volume adjustment via the steering wheel volume control is working.

Workshop findings:

There is no DTC or the following DTC may be stored in the information electronics control module 1, J794 (address word 005F):

- **DTC U11B900** (Volume control, no communication).

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Option 1: DTC U11B900

1. Follow the test plan in ODIS.

Option 2: If no relevant DTC is stored

1. Try to reproduce the fault. If it is not reproducible, ask the customer if an active audio source was selected at the time of the concern. The volume cannot be adjusted if an inactive audio source is selected. In this case, a volume popup should appear stating “currently unavailable”. This would be normal behavior.



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2. Gain access to the connector of the driver volume control (E67).
3. Confirm that the connector is securely connected to the driver volume control (E67).
4. If the connector is connected securely, unplug the connector, wait approximately 10 seconds and plug the connector back in.
5. Verify the operation of the driver volume control (E67):
 - If the driver volume control (E67) is operational now, please document the probable cause in the warranty claim and release the vehicle.
6. If the driver volume control (E67) is still inoperable, check the wiring between the driver volume control (E67) and the Multimedia System Control Head (E380) as well as the connection to ground. The resistance of those connections should be below 3 Ω .
 - If the wire resistance is out of spec, repair the wiring harness.
 - If the resistance of the wire is within spec, replace the driver volume control (E67).

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9195		
Damage Code:	0040		
Labor Operations:	Multimedia operating unit remove + reinstall	9195 1900	See SRT
	Measure wiring harness resistance (if applicable)	9709 9999	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2056231/1		



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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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Additional Information

All parts and service references provided in this TSB (2056231) are subject to change and/or removal.

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