

Amplifier Faults Cause a Loss of Audio

Vehicles Affected

Models	Model Year	Model Type	VIN Range	Vehicle-Specific Equipment
Taycan	2020	Y1A	N/A	N/A

Revision History

Revision	Release Date	Changes
0	February 17, 2020	Original document

Condition

The customer experiences a loss of audio (near silence) on all sources. In addition, the PCM shows the volume at "-1", an implausible value. This behavior may be intermittent.

Technical Background

After a key programming or other PCM 6.0 update, the amplifier could go offline. This condition may also exist under other circumstances or at PDI. In this condition, communication issues can cause unwanted behavior including a loss of sound.

Service Information

If the workshop confirms the conditions above, verify fault code U106A00 (Amplifier - no communication) in the PCM. If verified, the recommended solution is to shut down the vehicle, lock it, and allow it to sleep for 45 minutes. This should bring the amplifier back online and solve the issue permanently.

You should not exchange parts.

Please code the PQIS job as follows:

Cause location: 91440 Loudspeaker booster
 Cause symptom: 1611 No function

Search Items

No sound, no volume, amplifier, booster

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