



Technical Service Bulletin

91 MIB3: Volume control not working - U11B900

91 24 08 2072873/3 May 7, 2024. Supersedes Technical Service Bulletin Group 91 number 24-75 dated February 23, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, RS 3, e-tron GT, RS e-tron GT, Q4 e-tron, and Q4 e-tron Sportback	2022 - 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (added customer codes) Revised <i>Service</i> (updated reset time) Revised <i>Warranty</i> (updated labor ops)
2	02/23/2024	Revised header (updated part number filter) Revised <i>Warranty</i> (updated labor ops)
1	01/30/2024	Initial publication

Customer states:

- The touch-operated volume control in the center console is not working.
- The volume control, as well as the skip buttons are inoperable.

Workshop findings:

The following DTC and symptom code may be stored in *Information Electronics name -J794-*, (address word 005F):

- **DTC U11B900:** Volume control no communication (active/static).

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service

Perform a terminal 30 reset for volume regulator E67:

Remove the relevant fuse for at least 30 seconds and then, replace it.

After the terminal 30 reset, check whether the volume control is working.

If it is working, no further repairs are required.

If the volume control is not working after the terminal 30 reset, replace volume regulator E67.



NOTICE

Refer to the current wiring diagram in ELSA for the relevant fuse.

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9110		
Damage Code:	0010		
Labor Operations:	Check multimedia system operating unit (KL30 reset)	9195 0199	20 TU (without parts replacement) 5 TU (with parts replacement)
	Remove and install multimedia system operating unit	9195 19XX	See SRT with associated operations
	Charge battery	2706 8950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0060	Time stated on the diagnostic protocol (Max 75 TU)



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	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 2072873/3		

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
See ETKA	Driver Volume Control (E67) (if required)	01

Additional Information

All parts and service references provided in this TSB (**2072873**) are subject to change and/or removal.

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