

Technical Service Bulletin



91 CD/DVD cannot be ejected

91 13 14 2013790/8 November 6, 2013. Supersedes Technical Service Bulletin Group 91 number 11-25 dated November 29, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2007 - 2014	All	Navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header data (Added model years) Revised <i>Service</i> (Added ODIS screenshots)
7	11/29/2011	Revised header data (Added model years) Revised <i>Service</i> (Added new Infotainment systems)
6	7/20/2011	Revised header data (Added model years) Revised <i>Warranty</i> (Added MAX TUs)
5	11/10/2008	Revised Title to include Repair Group

- The navigation DVD or other CD/DVD cannot be ejected.
- There are no DTCs stored in the corresponding module.
- The eject button is not stuck. When the eject button is pushed, the drive does not sound as if it is trying to eject the CD/DVD.

Technical Background

- Vehicles with DVD-based navigation systems now have the navigation DVD installed during production. To prevent theft of the DVD during transportation, the eject button of the navigation drive is disabled. The navigation system itself (e.g., route guidance) functions as specified.
- The eject buttons of vehicles without DVD-based navigation systems are not disabled during production, but could behave as described in the *Condition* section of this bulletin.
- The eject button can be enabled through Guided Fault Finding.

Production Solution

Not applicable.

Service

1. Use the ODIS tester to enable the eject button of the CD/DVD drive:

MMI 3G / 3G+

Through GFF, perform the test plan to enable the eject button through *Special Functions >> Service Work >> 5F – Eject Button, lock/unlock* (Figure 1).

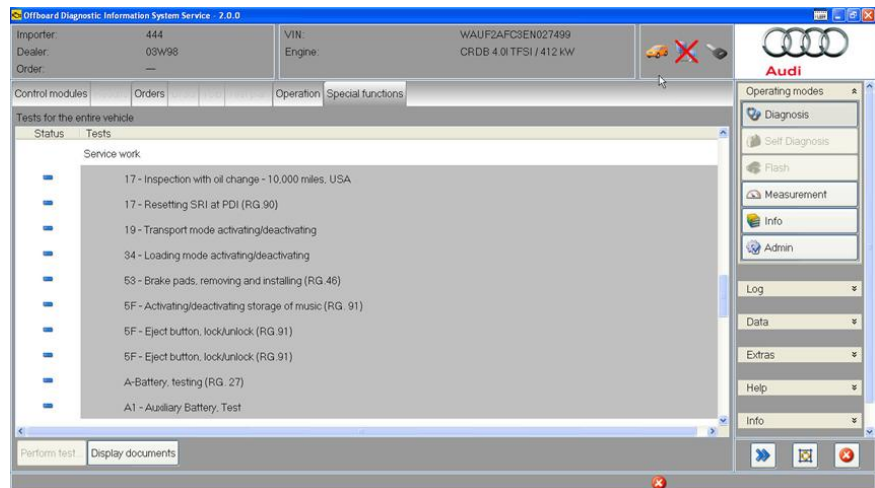


Figure 1. Test plan for MMI 3G / 3G+.

MMI 2G

Through GFF, perform the test plan to enable the eject button through *Special Functions >> Service Work >> 37 – Eject button, lock/unlock* (Figure 2).

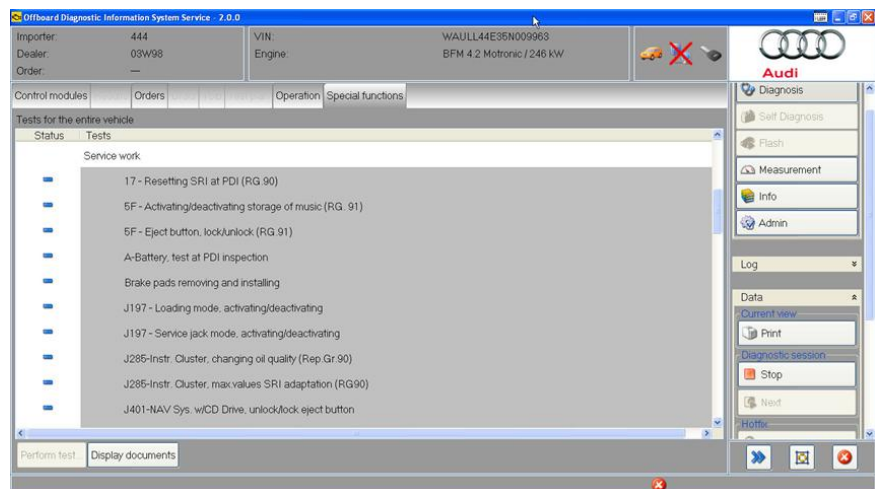


Figure 2. Test plan for MMI 2G.

RNS-E

Through GFF, perform the test plan to enable the eject button through *Special Functions >> Service Work >> J401-NAV Sys. w/CD Drive, enable eject button* (Figure 3).

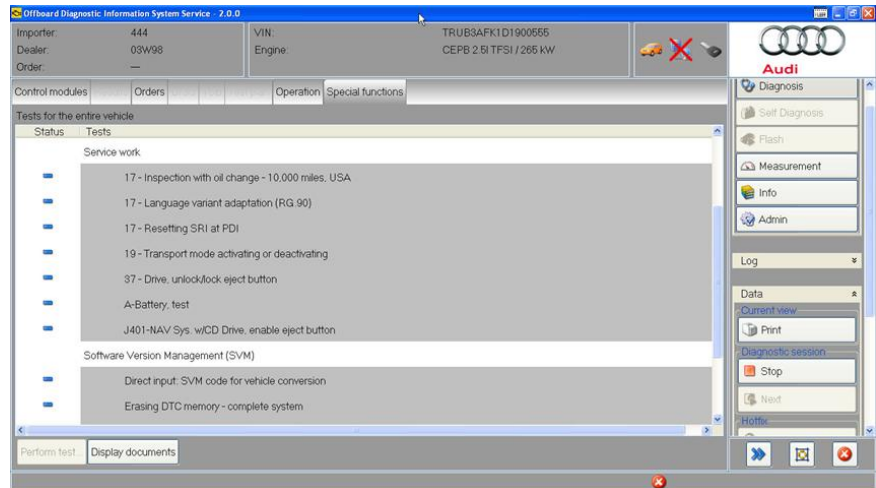


Figure 3. Test plan for RNS-E.

2. Verify that the eject button functions correctly.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196 (For MMI 3G / 3G+) 9112 (For MMI 2G) 9132 (For RNS-E)		
Damage Code:	0039		
Labor Operations:	For MMI 3G / 3G+: No DTC - verification and enabling of eject button via GFF	9196 2599	Time stated on diagnostic protocol (MAX 35 TU)
	For MMI 2G: No DTC - verification and enabling of eject button via GFF	9112 2599	Time stated on diagnostic protocol (MAX 35 TU)
	For RNS-E: No DTC - verification and enabling of eject button via GFF	9132 2599	Time stated on diagnostic protocol (MAX 35 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis	No allowance	0 TU
Claim Comment:	As per TSB #2013790/8		

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.

Additional Information

All parts and service references provided in this TSB (2013790) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.