

Technical Service Bulletin



91 Volume of MMI system changes when vehicle is restarted

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2005 - 2009	All	Audi MMI navigation
Q7	2007 - 2009	All	Audi MMI navigation
A8	2004 - 2010	All	Audi MMI navigation

Condition

The volume of the radio, navigation announcements, or output of the Bluetooth telephone system changes when:

- The ignition is switched off, then switched back on.
- The volume is muted, then unmuted.
- The MMI is switched off by a long press of the volume knob, then restarted without an ignition cycle.

All vehicles with MMI 2G/3G/3G+/MIB Navigation are affected.

Technical Background

The MMI system adjusts the volume lower when it starts (to prevent startling the driver). Additionally, the MMI system adjusts the volume higher (if the volume is set too low) so that the user can hear navigation prompts and Bluetooth callers.

The MMI system uses a volume “range”, and the minimum and maximum volumes cannot be changed (neither by the customer nor the dealer), as there is no customer-adjustable setting in the radio menu for volume maximum.

After the MMI system is switched off and then back on, a louder or quieter volume adjustment can be made. When the MMI system is turned on, the currently-set volume is checked against the allowable volume range. If necessary, the system adjusts the volume as follows:

- A very **low volume will be automatically increased** to a specified value, roughly corresponding to the setting shown in Figure 1. This ensures that the navigation prompts and Bluetooth callers can be heard after the vehicle is restarted or volume is muted.

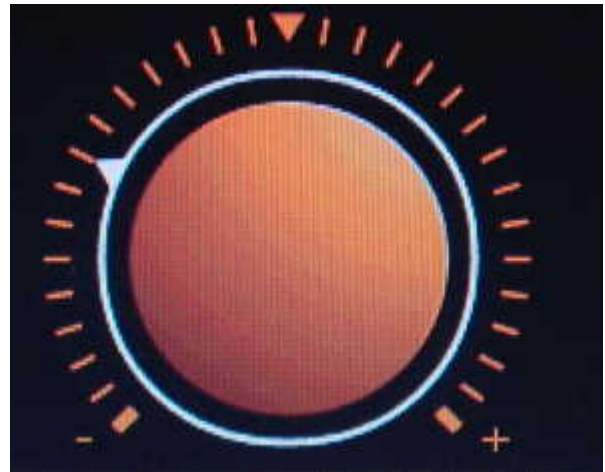


Figure 1: Minimum volume (approximate setting is 8, but can vary by model and MMI system)

- A very **high volume will be automatically reduced** to a specified value, as shown in Figure 2. This ensures that the customer is not surprised or annoyed by an excessive startup volume.

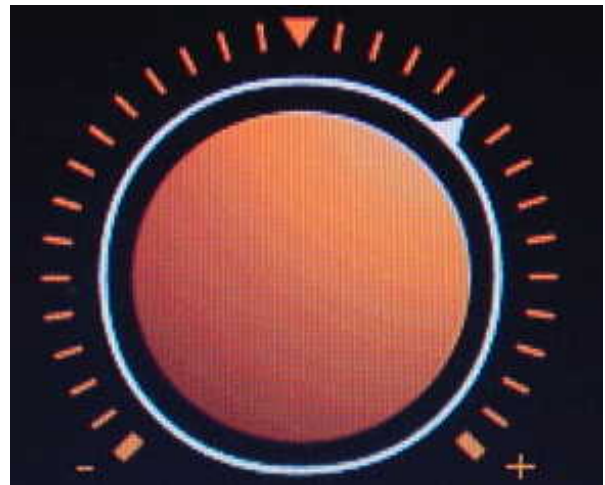


Figure 2: Maximum volume (approximate setting is 20, but can vary by model and MMI system)

- Medium volume settings remain unchanged, which is why the volume never changes for some customers.

Production Solution

Not applicable.

Service

Explain the *Technical Background* to the customer.

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Warranty

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

Additional Information

All parts and service references provided in this TSB (2036482) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.