

#### 91 Generation 3 CAN radio: CD drive malfunction

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 / S4	2009 – 2015	All	Gen III CAN radio (non-Navigation)
A5 / S5	2008 – 2015		
A5 / S5 Cabriolet	2010 – 2015		
Audi Q5	2009 – 2015		

### Condition

REVISION HISTORY					
Revision	Date	Purpose			
4	-	Revised header data (added model years and DTC information) Revised <i>Condition</i> (added PR information)			
3	10/26/2010	Revised Condition and Technical Background			
2	4/27/2010	Revised header data (added model year) Revised <i>Warranty</i>			
1	10/08/2009	Original publication			

- The following sequence of error messages is seen on the radio display screen after a CD was loaded into or removed from the internal CD drive:
  - "Drive defective.

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The error could be corrected by resetting it (see radio system owner's manual). Otherwise, contact your Audi dealer." (Figure 1)



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## **Technical Service Bulletin**

• "The CD-drive is damaged and was therefore deactivated." (Figure 2)

Figure 1. The "Drive defective" error message.

	Media 😋	Source
	Note	
-	The CD-drive is damaged and was therefore deactivated.	)-=
Cont	rol 9:26*	Sound

Figure 2. The "damaged CD drive" error message.

• The CD drive cannot be selected in the Source list and is described as "damaged." (Figure 3)



**Figure 3.** CD drive is not available in the Source selection screen.

- After the ignition is cycled or a radio reset performed, the CD drive is fully operational.
- **DTC 00468** (CD-ROM Drive -R92- Faulty) is stored in the radio (address word 56). The DTC will be sporadic if the ignition has been cycled or a radio reset performed and will automatically be cleared after 40 ignition cycles without a reoccurrence.
- Only vehicles with the CAN-based generation 3 radio (Concert (PR 8UQ) or Symphony (PR 8YN)) are affected.

### **Technical Background**

The CD drive temporarily deactivates and the radio stores an internal fault if any of the following occur:

- The CD is not inserted far enough into the slot to be detected by the mechanical pick-up.
- The CD hits an obstacle during ejection, preventing proper travel.
- The CD is pulled out or held while being inserted.

After the ignition is cycled or a radio reset performed, the radio initiates an internal function check. If the function check is successful, the radio reactivates the CD drive. As a result, the DTC entry is changed to sporadic.

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### **Production Solution**

Not applicable.

### Service

- 1. Do not replace the radio. The CD drive is fully functional after an ignition cycle or radio reset is performed.
- 2. Erase and ignore the CD drive faulty DTC.
- 3. Explain the behavior to the customer to prevent a reoccurrence of the complaint.

#### Warranty

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

### **Additional Information**

All parts and service references provided in this TSB (2021780) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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