



Technical Service Bulletin

91 Generation 3 CAN radio: CD drive malfunction

91 17 33 2021780/6 July 14, 2017. Supersedes Technical Service Bulletin Group 91 number 15-05 dated July 22, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009 - 2016	All	Gen III CAN radio without navigation
A5	2008 - 2017	All	Gen III CAN radio without navigation
A5 Cabriolet	2010 - 2017	All	Gen III CAN radio without navigation
Q5	2009 - 2017	All	Gen III CAN radio without navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header data (Added model years)
5	07/22/2015	Revised header data (Added model years)
4	07/02/2013	Revised header data (Added model years and DTC information) Revised <i>Condition</i> (Added PR information)

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

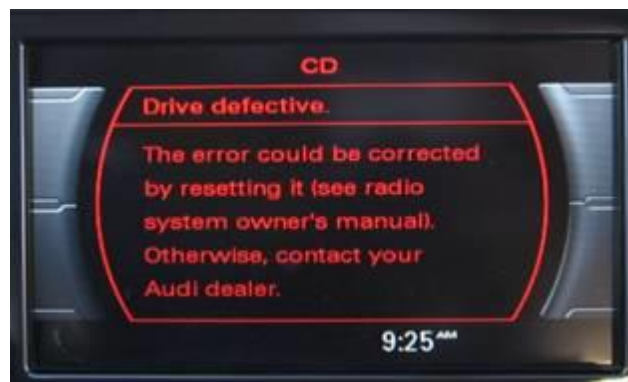


Figure 1. The “Drive defective” error message.



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- “The CD-drive is damaged and was therefore deactivated.” (Figure 2)



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, R (address word 0056).

The DTC will be sporadic if the ignition has been cycled or a radio reset was 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.



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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.

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 concern.

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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