



Technical Service Bulletin

91 Volume control sporadically changes to min/max volume when adjusting via the steering wheel controls

91 21 33 2064292/1 September 16, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A8, A8 PHEV, S8, Q7, Q8, A5, A5 Cabriolet, A5 sportback, S5, S5 Cabriolet, S5 sportback, RS 5, RS 5 Cabriolet, RS 5 sportback, TT, TTS, TT RS, Q3, Q5, SQ5, Q5 PHEV, Q5 sportback, SQ5 sportback, Audi e-tron quattro, and Audi e-tron sportback	2021	All	MIB2+/MIB3

Condition

Customer states:

- When adjusting the MMI volume via the steering wheel controls, the volume sporadically and unintentionally goes all the way to min or max.

Technical Background

A hardware defect causes some steering wheel controls to exhibit the stated behavior.



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Production Solution

Additional quality checks at the supplier.

Service

Please replace the right and left multifunction buttons on steering wheel E441/E440 in order to resolve the customer concern.

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 any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9161		
Damage Code:	0010		
Labor Operations:	Multifunction controls st whl remove + reinstall	9161 2050	See SRT with associated operations
Diagnostic Time:	GFF – Checking and clearing fault codes	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	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 # 2064292/1		

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.



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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	Right and Left Multifunction Buttons on Steering Wheel E441/E440	01

Additional Information

All parts and service references provided in this TSB (2064292) are subject to change and/or removal.

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