

91 MMI volume button is missing or loose

91 16 60 2044851/1 July 20, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2015 - 2018	All	Not Applicable

Condition

The volume knob on the MMI control panel is loose or missing because it was separated after being inadvertently caught on a bag or purse strap (Figure 1).



Figure 1. Volume knob missing from control panel.

Technical Background

Due to tolerance differences between the knob spring, knob plastics, and metal control shaft of the control panel (Figure 2), the retention force of the knob can be lessened, particularly in varying vehicle interior temperatures. In worst-case conditions, the knob can be removed with very little effort.

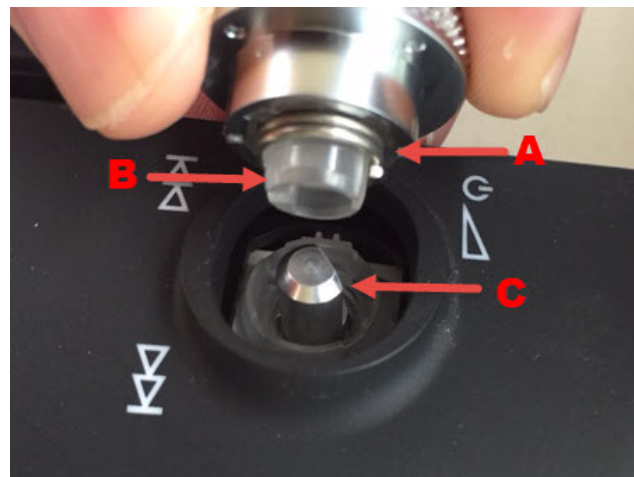


Figure 2. A = Spring; B = Knob Plastics; C = Metal control shaft.

Production Solution

Not applicable.

Service

Before proceeding, look for the knob in the vehicle. Check under the seats and floor mats. If the knob cannot be found, order the repair kit knob from ETKA. Do not order the control panel assembly.

1. Before placing the knob back on to the MMI control panel, ensure that the spring is still present and is positioned up into the plastic control knob (Figure 3 and Figure 4)



Figure 3. Spring is in correct position.



Figure 4. Incorrect position for spring.

2. Place a small amount (1/2 cm) of butyl tape on the metal control shaft of the MMI control panel, over the end of the shaft (Figure 5 and Figure 6).



Figure 5. 1/2cm of butyl tape.



Figure 6. Butyl tape placed over flat edge.

3. Press the plastic control knob back onto the metal shaft until it is fully seated on the metal shaft (Figure 7).



Figure 7. Press knob over butyl back onto metal shaft.

4. Ensure a sufficient gap is maintained between the bottom edge of the knob and the MMI control panel surface (Figure 8). This gap is required to allow the volume knob to be actuated down to enable the MMI power function. If the knob does not actuate enough, gently pull back up on the knob to provide a larger gap.

After adjusting the knob, if it can still be removed easily, reposition the butyl and install the knob again.



Figure 8. Gap for power function.

Technical Service Bulletin



Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48/50• G10 for CPO covered vehicles – verify owner• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9195		
Damage Code:	0010		
Labor Operations:	Multimedia operating unit volume knob butyl application and adjustment	9195 9999	15 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 at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2044851/1		

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.

Required Parts and Tools

Part Number	Part Description	Quantity
AKL45000505	Butyl tape	As needed (Shop supply – cost is not covered by this TSB)
See ETKA	MMI volume control knob	1

Additional Information

All parts and service references provided in this TSB (2044851) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.