

# Technical Service Bulletin



## 91 MMI 3G/3G+ Navigation Joystick Fallen Off or Loose

91 13 87 2024683/2 June 19, 2013. Supersedes Technical Service Bulletin Group 91 number 10-68 dated October 26, 2010 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 / S4	2010 - 2015	All	MMI 3G/3G+ with Navigation (without touch)
A5 / S5 / RS5	2010 - 2015	All	
A5 / S5 / RS5 Cabriolet	2010 - 2015	All	
A6 / S6	2010 - 2011	All	
Audi Q5 / Audi SQ5	2009 - 2015	All	
Audi Q7	2010 - 2015	All	

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (added model years)
1	10/26/2010	Initial publication

- The MMI control knob joystick is loose or has fallen off (Figure 1).
- Only vehicles with navigation and without MMI touch are affected (PR # 7T6).



Figure 1. Control knob with missing joystick.

## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service



**Tip:** Do *not* replace the MMI control panel (E380). With this control panel type, only the small joystick can be replaced separately; the knob itself cannot be removed.

1. Obtain repair kit **8K0998068**. The kit contains three pieces: gloss finish joystick, matte finish joystick, and rubber boot (Figure 2).



**Figure 2.** Contents of the 8K0998068 repair kit.

2. Install the rubber boot (Figure 3).



**Figure 3.** Control knob with rubber boot.

# Technical Service Bulletin



3. Install the appropriate joystick (Figure 4).



**Figure 4.** Control knob with joystick installed.

## Warranty

Joysticks damaged due to outside influence are not covered by any Audi warranty.

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9195		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Replace MMI control knob joystick	9195 1999	15 TU
<b>Diagnostic Time:</b>	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)		
<b>Claim Comment:</b>	As per TSB #2024683/2		

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
8K0998068	Repair kit for MMI control knob with joystick	1

# Technical Service Bulletin

---



## Additional Information

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