

Technical Service Bulletin



91 MMI display mount will not open or close and/or makes noise

91 13 15 2035755/1 November 11, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2003 - 2010	All	MMI display

Condition

Customer may report one of the following conditions:

- A loud noise is heard from the MMI screen while it is opening or closing.
- The MMI screen will not open or close at all.

Technical Background

- A supplier error affecting certain MMI display mounts can cause the internal gear of the mount to get stuck after a few cycles (Figure 1).
- MMI display mounts produced between October 2012 and September 2013 with part number **4E0857273F** are affected.

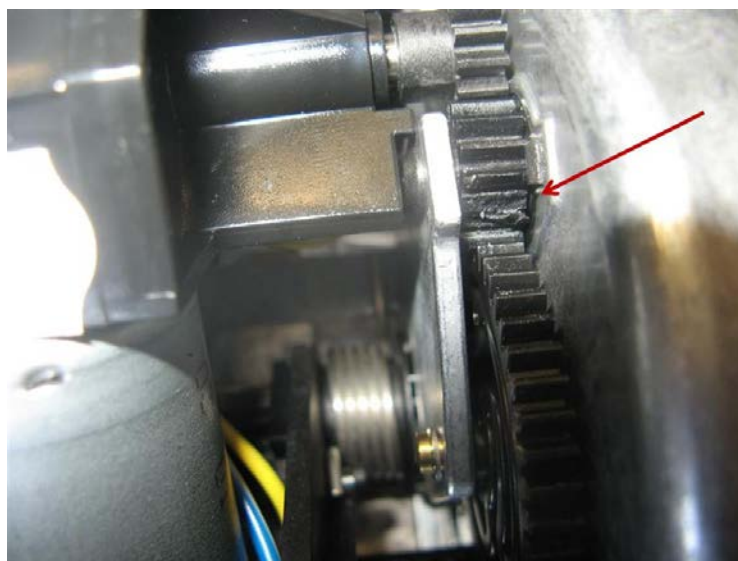


Figure 1. Damage to the internal gear after it has gotten stuck.

Production Solution

This vehicle is out of production. This issue only affected spare parts.

Service

1. Verify the customer complaint. Operate the open/close functions of the MMI display, and ensure that outside influence is not the cause.
2. Remove the MMI display mount. Refer to *Elsa >> Repair Manual >> Electrical System >> Communication >> 91 Communication >> Removal and Installation >> Communication System >> Display*.
3. Locate the production date, "F-Datum", on the MMI display mount (Figure 2). The date is listed in DD.MM.YY format.



Figure 2. Location of the production date.

4. • **If the production date is *between* October 2012 and September 2013:**
 - Replace the display mount. Verify that the production date of the replacement part is October 1, 2013 or later. If the production date of the replacement part is not October 1, 2013 or later, order another part.
 - If replacing under Parts Warranty, record the production date of the replaced display mount on the repair order.
 - Reassemble the vehicle and test the operation of the MMI display.
- **If the production date is October 1, 2013 or later:**
 - Continue with diagnosis of the issue. This TSB does not apply.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9194		
Damage Code:	0010		
Labor Operations:	Multimedia display unit mounting remove + reinstall	9194 1910	130 TU
Diagnostic Time:	GFF	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 #2035755/1		

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
4E0857273F	MMI Mounting	1

Additional Information

All parts and service references provided in this TSB (2035755) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.