

Technical Service Bulletin



91 MMI 3G/3G+ navigation joystick fallen off or loose

91 14 55 2024683/3 July 30, 2014. Supersedes Technical Service Bulletin Group 91 number 13-87 dated June 19, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2010 - 2016	All	MMI 3G/3G+ with Navigation (without touch)
A5	2010 - 2016	All	
A5 Cabriolet	2010 - 2016	All	
A6	2010 - 2011	All	
Q5	2009 - 2016	All	
Q7	2010 - 2016	All	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header data (added model years)
2	6/19/2013	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.

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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.

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9195		
Damage Code:	0010		
Labor Operations:	Replace MMI control knob joystick	9195 1999	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 #2024683/3		

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

Part Number	Part Description	Quantity
8K0998068A	Repair kit for MMI control knob with joystick	1

Additional Information

All parts and service references provided in this TSB (2024683) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.