Technical Service Bulletin

91 MMI screen display carrier movement noise or shudder

91 14 45 2028446/6 June 20, 2014. Supersedes Technical Service Bulletin Group 91 number 13-05 dated September 12, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012	All	Not Applicable

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
6	-	Revised title Revised *Service* (Clarified instructions for ODIS)
5	9/12/2013	Revised *Service* (Added 91H3 note)
4	8/15/2013	Revised *Service* (Changed software update information to Zug 715)
3	8/2/2012	Revised *Service* (Added information related to wireless network settings/Bluetooth)
2	7/26/2012	Revised *Service* (Added final service solution. Modified all associated sections.)
1	1/18/2012	Original publication

MMI screen carrier shudders, shakes, and/or is noisy during operation.

⚠ Note:

This bulletin only applies to vehicles with Navigation Plus (PR Number 8DY). For vehicles with Radio Plus, please follow standard diagnosis steps. The applicable vehicles can be clearly identified by the MMI Touch touchpad on the E380.

Technical Background

Incorrect tolerances with the carrier slide mechanism.

Production Solution

Improved carrier slide mechanism and new software.

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Service

A replacement of the screen carrier, potentially followed by an MMI software update, is required to resolve this concern.

⚠️ **Note:**

Review this entire bulletin before proceeding to avoid damage to the MMI components. If how to proceed is unclear at any time, contact TAC.

1. Replace the MMI display carrier with part number **4G8857346E** according to Elsa Repair Manual instructions.

2. Using GFF, determine the software level of the E380 controller. This information can be accessed through *On Board Diagnostic (OBD) >> 5F- Information Electronics 1 >> Identification* (Figure 1).

   ℹ️ **Tip:** Be sure you are viewing the software level of the E380 controller and not the software level of the 5F module.

   - If the software is *below* 0204, continue with this bulletin.

   - If the software is 0204 or above, no update is required and the rest of this bulletin does not apply.
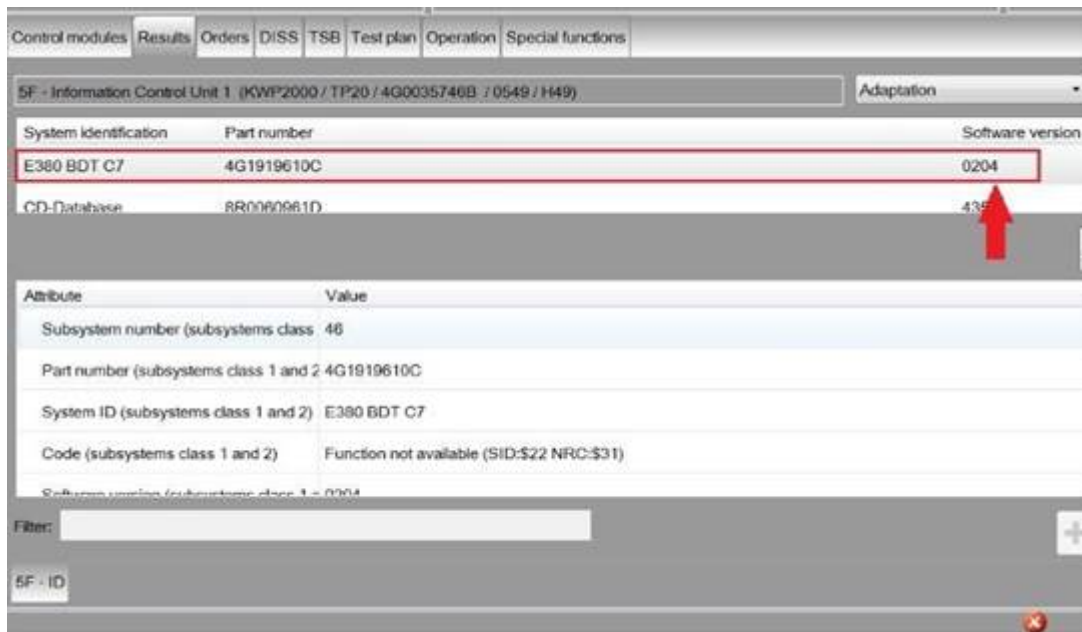

Figure 1. *Location of E380 software version.*

3. As part of the update, wireless settings and paired devices will be deleted. All devices will need to be re-paired after the update, and all wireless settings restored to the customer's settings. To access the Wireless Network Settings on the MMI (Figure 2), press *TEL >> Settings >> Wireless network connection >> Wireless network settings.* Record all settings so they can be re-entered at the end of the procedure.

Figure 2. *Wireless network settings.*

4. Update the MMI software using update disc **8R0906961CL**, following the instructions in TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data.*

⚠️ **Note:**

Certain modules in some earlier model year 2012 vehicles or in vehicles equipped with Bose sound systems may not update properly during Step 16 of TSB 2028141. If this occurs, choose either 'Cancel' (Figure 3), or 'Skip device' (Figure 4), depending on the type of error. Do *not* choose 'Cancel update', as this may cause the software update to fail entirely.

After the update is finished and the summary page is shown, select 'Retry' at the bottom of the list (if it is available) to attempt to update the modules again. If 'Retry' is greyed out, then the software update was successful; select 'Continue" to proceed. In some cases, 'Retry' may need to be repeated two or three times to get all modules to update successfully.

Figure 3. *A device requiring a 'Cancel' selection.*

Figure 4. *A device requiring a 'Skip device' selection.*

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5. Verify that the software update has been completed successfully by accessing the logging page (Figure 5). To access this screen, proceed to step 8 in TSB 2028141 and press the lower left softkey. A successful update will show the date that the update was performed and the software that was installed (HN+R_US_AU_K0715_X), with 'OK' listed on the right. The 'X' may be one of several different numbers. If K0715_X does not have any rows with 'OK', the update must be retried until it is successful.

Figure 5. Software update log showing a successful software installation.

![i] **Tip:** If the update must be performed two or more times due to modules not updating correctly, a screenshot of the software update log is required (Figure 6). This should be kept on-hand for warranty auditing purposes. To take a screenshot, insert an SD card into slot 1 and press and hold the left and right arrow keys at the same time. All four softkeys will flash when the screenshot is taken. A screenshot should be taken of each page in the logging display.
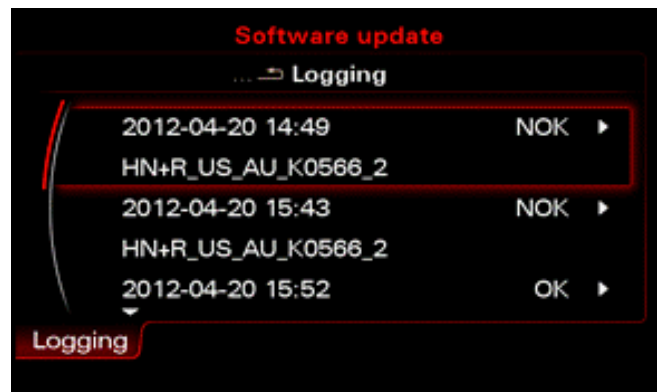

Figure 6. Software update log showing 2 failed attempts before a successful installation.

6. Perform SVM code **3GPUS715** to establish a reference for this vehicle, and add the test plan to clear DTCs created from the update. If any errors are encountered while the SVM code is being performed, call TAC and attach the diagnostic log showing the error.

7. Using the recorded wireless network settings from step 3, reenter the values to restore the settings to the customer's selections. Inform the customer that Wi-Fi and Bluetooth devices will need to be reconnected to the vehicle.

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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:	Replace MMI screen carrier	9194 1905	70 TU
	If necessary, update MMI software and perform SVM	9196 2599	120 TU
	If necessary, perform repeat update due to failure	9196 2599	60 TU for each repeat
Diagnostic Time:	GFF	0150 0000	20 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 # 2028446/6		

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
4G8857346E	MMI Screen Carrier	1
8R0906961CL	MMI 3G+ Software Update (A6, A7, A8)	1 per dealer

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2028141, *Generic instructions for updating MMI 3G / MMI 3G+ software and navigation data.*

All parts and service references provided in this TSB (2028446) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.