Technical Service Bulletin

91 Mechanical drive for MMI screen: noises, reverses in lower end stop

91 16 38 2043835/1 April 14, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	All	MMI High

Condition

In vehicles with MMI High (PR No. 7UG), one or both of the following conditions is present:

- The drive unit for the MMI screen makes noises as the screen moves into the lower area.

- The MMI screen may stop before it is completely retracted into the panel (Figure 1).

Figure 1. *MMI screen stops before completely retracted into panel.*

Technical Background

When the drive mechanism moves in, it reverses several times in the lower end stop, which causes the cracking noise. Additionally, the overload protection on the lower end stop can be activated because the drive mechanism moves too quickly.

Production Solution

New software in the screen drive control module, J674, addresses the condition. The speed of the MMI swivel mechanism was reduced on the multimedia system operating unit with software version 0165.

Service

⚠️ **Note:**

The software of the screen drive control module must be updated with an SD card (part number 4M0906961J), which should be ordered in advance.

SVM Update Instructions

1. Follow all instructions in the TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

2. Update the screen drive control module, J674, using the SVM action code as listed in the table below if necessary.

⚠️ **Note:**

To perform the update with the SD card, use ODIS Guided Fault Finding to run "SVM-Code input". Follow the instructions outlined by the test plan. The test plan will display a prompt to insert the SD card into the MIB system. The update will be performed with the data on the SD card, and a progress meter will be displayed on the MMI screen. Note that the tester must remain hardwired to the vehicle during the update.

After the update, remove the SD card from the vehicle so it can be used on other vehicles that require this update.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q7	Not applicable	Not applicable	Not applicable	0165	MI2HIGHUS165Q7

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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:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 85 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 #2043835/1		

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
4M0906961J	SD memory card for software adaptation	1

Additional Information

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2043835) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.