



Technical Service Bulletin

91 MIB2+: Both MMI displays turn blue

91 19 47 2054009/1 March 12, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019	All	Not Applicable

Condition

Customer states:

- Both MMI screens turned blue.
- Everything is displayed correctly in the instrument cluster.



Figure 1. MMI screens are blue.

Workshop findings:

- The blue screen will go away after a bus sleep cycle has been performed.
- No DTCs are stored in the information electronics control module 1, J794 (address word 005F).

Technical Background

A software bug can cause a buffer overflow in the display driver.

Production Solution

Improved software is in preparation.

Service

The problem is caused by a buffer overflow in the display driver, mostly due to multiple short ignition cycles. To resolve the problem, let the vehicle go to sleep for 10 – 15 minutes. It might take multiple sleep cycles to resolve.



Technical Service Bulletin

Since the type of operation causing this problem is more likely to occur in a showroom situation or during vehicle delivery, it is highly unlikely that the customer will experience the same problem again.

! **Note:**

Do not replace any components.

If the customer experiences the problem more than one time or it does not resolve with multiple sleep cycles, please contact the Technical Assistance Center (TAC) for assistance.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2054009) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2019 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.