



Technical Service Bulletin

91 MIB2: Lower MMI (HVAC) screen image is distorted or flickering

91 19 81 2053875/3 August 26, 2019. Supersedes Technical Service Bulletin Group 91 number 19-70 dated July 11, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2019	All	With MIB2+

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Updated model information) Revised <i>Service</i> (Removed TAC section) Revised <i>Required Parts and Tools</i> (Added replacement part number)
2	07/11/2019	Revised header (Added VIN break and removed unaffected models) Revised <i>Service</i> (Added TAC section) Revised <i>Warranty</i> (Added Labor Operation)
1	02/15/2019	Initial publication

Customer states:

- The lower MMI / HVAC display is flickering (Figure 1).
- The lower MMI / HVAC display shows streaking colored horizontal lines.

Please review the video example below:

<https://audi-external.kzoplatform.com:443/#/player/medium/1346512489193412091?autoplay=on>
(Figure 1).



Figure 1. QR code for supporting video.

Workshop findings:

In some cases, the following DTC is stored in the Main Unit (address word 005F):



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- **DTC U10E300** (Multimedia display unit 2 No communication).

Technical Background

A hardware problem in the upper MMI screen causes the image data transferred to the lower screen to be corrupted.

Production Solution

Vehicles built after 12/04/2018 have been screened for this issue.

Service

Replace the top display and operating unit in the instrument panel according to the instructions in Elsa.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9193		
Damage Code:	0010		
Labor Operations:	Display and operating unit remove + reinstall	9193 1950	See SRT
	Glove compartment remove + reinstall	6815 1900	See SRT
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU



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Claim Comment:	As per TSB #2053875/3
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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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins listed in this TSB, this includes superseding part numbers!		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts and Screws as needed per the Repair Manual	See ETKA/ELSA
4K1919605G	Top display and operating unit	01

Additional Information

All parts and service references provided in this TSB (2053875) are subject to change and/or removal.

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