



Technical Service Bulletin

91 MMI display touch functionality of lower display is not available, DTC B1298FC is stored in the information module

91 20 44 2056086/2 March 3, 2020. Supersedes Technical Service Bulletin Group 91 number 19-86 dated September 5, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, and Audi e-tron quattro	2019 – 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added gap measurements)
1	09/05/2019	Initial publication

Customer states:

- The touch functionality of the lower display is partially or fully inoperable when haptic feedback is enabled.

Workshop findings:

- No or little reaction to pressing a button on the lower display with haptic feedback active.

The following DTC may be stored in the information electronics control module, J794 (address word 005F):

- **DTC B1298FC** (multimedia display unit 2, haptic unit defective).

Technical Background

The display has an overload protection feature. If the pressure put on the display is too high for longer than 5 seconds, the haptic feedback switches itself off and the DTC B1298FC is set.

Please explain to the customer, that in order to protect the internal mechanism of the display, they should only press on the display with as much force as is necessary to activate the functionality.

If the display is not properly fitted, it can experience stresses that might cause this protective feature to be activated. In this case, certain sections of the screen might not accept touch input.



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Production Solution

Not applicable.

Service

- Step 1:
- If the DTC B1298FC is logged in the information electronics control module, J794 (address word 005F), let the vehicle go to sleep.
 - Afterwards, delete the DTC.
- Step 2: If the concern is not resolved:
- Switch off haptic feedback via the MMI menu, then check if the complaint is still reproducible.
 - If so, continue to step 3.
 - Otherwise, the TSB does not apply.
- Step 3:
- Remove and reinstall the display.
 - When reinstalling, use a feeler gauge to make sure the panel gaps are at larger than the minimal values (Figure 1).
 - Check whether the concern is still present; if so, please replace the front information display control head 2, J1060.



Figure 1. Minimum panel gap width.

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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9193		
Damage Code:	0010		
Labor Operations:	Remove and install display-operating unit	9193 1951	See SRT



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Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 25 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2056086/2		

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.

Additional Information

All part and service references provided in this TSB (2056086) 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.

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