



Technical Service Bulletin

91 MIB2+: Both MMI displays turn blue

91 20 49 2054009/2 March 10, 2020. Supersedes Technical Service Bulletin Group 91 number 19-47 dated March 12, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q8, and Audi e-tron quattro	2019	All	MIB2+

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Audi e-tron quattro) Revised <i>Production Solution</i> (Added expected release date for new software)
1	03/12/2019	Initial publication

Customer states:

- Both MMI screens have turned blue (Figure 1).
- 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.



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Production Solution

Improved software is in preparation (expected by the end of Q1/2020).

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.

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.

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