



Technical Service Bulletin

91 MIB2+ Standard: the MMI screen is fuzzy or blurry

91 20 19 2061031/1 October 15, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2020	All	MIB2+

Condition

Customer states:

- The MMI screen picture appears fuzzy or blurry.



Figure 1. The MMI screen is fuzzy.

Technical Background

A software bug in the display driver can cause the screen to become permanently fuzzy.



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Production Solution

New display software introduced in MY2021.

Service

Replace the information electronics control module, J794 (address word 005F).

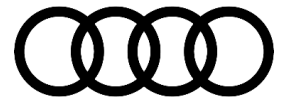
Warranty

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:	9196		
Damage Code:	0039		
Labor Operations:	ECM information display control head remove + reinstall	9196 1900	See SRT with associated operations
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 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 #2061031/1		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Information Electronics Control Module (J794)	01



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Additional Information

All parts and service references provided in this TSB (2061031) are subject to change and/or removal.

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