



Technical Service Bulletin

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

91 21 11 2061031/3 June 30, 2021. Supersedes Technical Service Bulletin Group 91 number 20-46 dated December 16, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2021	All	MIB2+ Standard

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY21 and updated applicable vehicles) Revised <i>Production Solution</i> (Corrected casual part) Revised <i>Service</i> (Stated new part software) Revised <i>Warranty</i> (Updated Labor Operations)
2	12/16/2020	Revised title (Added conditions) Revised <i>Condition</i> (Added symptom) Revised <i>Service</i> (Added step)
1	10/15/2020	Initial publication

Customer states:

- The MMI screen picture appears fuzzy or blurry (Figure 1).

Or

- The MMI screen is flickering.



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Figure 1. The MMI screen is fuzzy.

Workshop findings:

- No relevant DTC is entered in the vehicle.

Technical Background

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

Production Solution

New software introduced in MY2021.

Service

1. Please take photos of the customer concern and upload them into DOC-IT with the repair order. Photos should:
 - Have a date stamp and VIN reference.
 - Be taken in focus and with sufficient light.
2. Replace the information electronics control module, J794 (address word 005F).



Note

The software part number remains the same; only the software version changes: SW 2628 (old part) => SW 2632 (new part).



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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	0150 0000	Time stated on the diagnostic protocol (Max 20 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 #2061031/3		

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

Additional Information

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

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