



# Technical Service Bulletin

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## PSS 91 MIB3: lower display is flickering or distorted

91 22 81 2066224/1 February 23, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6	2021	All	Not Applicable

## Condition

### Customer states:

- The lower display flickers intermittently or the display seems to be distorted.



*Figure 1: Display distorted*



*Figure 2: Display flickering*

### Workshop findings:

- No relevant DTC is stored in the vehicle.

## Technical Background

A software malfunction may cause the lower display to flicker or be distorted.

## Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.



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## Service

1. Explain to the customer that a solution is forthcoming by the end of the 4<sup>th</sup> quarter of 2022 and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*), or through the Technical Assistance page in Elsa.

## Workaround

The customer can perform the following steps to restore the correct functionality of the lower display:

1. Reboot the MMI (refer to "Restarting the MMI" in the owner's manual)
  - a. Push and hold the volume/power button for at least ten seconds until you see the upper MMI screen boot back up.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All part and service references provided in this TSB (2066224) 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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