

Technical Service Bulletin



PSS 91 MIB3: Screen switches context by itself, a clicking sound can be heard ("Ghost Touches")

91 23 58 2069073/1 January 5, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2023	All	Not Applicable

Condition

Customer states:

- Settings on the display are changed by themselves.
- Repeated unintentional zooming on the navigation map.
- Constantly switching to different menus.
- A clicking sound can be heard if acoustic touchscreen feedback is enabled.
- While ghost touches are occurring, customer inputs may not be recognized.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A software-related issue may cause ghost touches to happen.

Production Solution

Not applicable.

Service

1. Explain to the customer that a solution is expected to be available by the end of the 4th quarter of 2023 (subject to change) 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*).

Warranty

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



Additional Information

All part and service references provided in this TSB (**2069073**) 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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