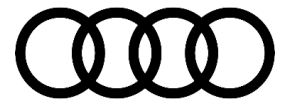


Technical Service Bulletin



91 MIB3: lower display is flickering or distorted

91 23 60 2068721/2 January 9, 2023. Supersedes Technical Service Bulletin Group 91 number 22-53 dated December 1, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, and RS 7	2021 – 2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised Warranty (updated Service Number)
1	12/01/2022	Initial publication

Customer states:

- The lower MMI display (J685) flickers sporadically, or the display area looks distorted (Figure 1).
- HVAC settings change by themselves.
- Touch inputs are detected on the lower display without user interaction.



Figure 1: Examples of the distorted/flickering screen.

Workshop findings:

- No relevant DTCs are stored.



Technical Background

A software malfunction in the lower MMI display may cause it to become distorted or flicker.

Production Solution

Not applicable.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2066224: *PSS 91 MIB3: lower display is flickering or distorted.*

Required equipment:

- ODIS Tester.
- SVM code.
- MIB3 Display (J685) Software update on USB Flash Drive (see *Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 20-30 minutes (includes 10 - 20 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the MIB3 Display (J685) using either Method 1 or Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code **636S003**.



Only use Method 2: Manual update due to SVM code or Server issues.

(Update via the Red Engineering Menu (REM))

Vehicle	SD Creator Part Number	SVM Code
A6/A7	4K1906961A	636S003

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 of any warranty, this Technical Service Bulletin is informational only.
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Technical Service Bulletin



Service Number:	9193		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Program display and operating unit	9193 2599	20 TU
Diagnostic Time:	GFF	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 2068721/2		

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

Model	USB Flash Drive	Quantity
A6/A7	4K1906961A	01 (Shop tool)

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
- TSB 2060523: *91 MIB3 Update Instructions.*
- TSB 2047812: *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (**2068721**) 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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