



91 MIB3: pop-ups for massage functions are not displayed when the massage button is pressed

91 23 82 2069596/1 March 22, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020	All	Pneumatically Adjustable Lumbar Support

Condition

Customer states:

The pop-up message for the seat massage function is no longer displayed on the MMI screen when the massage button is pressed (Figure 1).



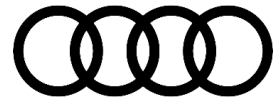
Figure 1: massage pop-up

The massage options can still be accessed via the *Vehicle Seats* menu in the MMI.

Workshop findings:

- No relevant DTCs are stored.
- The vehicle was updated to CL35 previously (MMI SW version 36**).

Technical Background



The communication between the seat control modules and the MMI changed with MY21.

Production Solution

New communication protocol implemented in MY21.

Service

No repair is available at this time.

1. Do not perform any repairs. Any repairs for this concern may be denied.
2. Instruct the customer that this condition is normal.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2069596**) 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.

©2023 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.