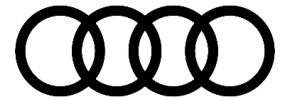


Technical Service Bulletin



PSS 91 MMI Display: switches contexts / toggling settings on its own, rapid clicking noise (ghost touches)

91 23 84 2067205/2 March 27, 2023. Supersedes Technical Service Bulletin Group 91 number 22-06 dated June 8, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2022	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Republish PSS
1	06/08/2022	Initial publication

Customer states:

A repeating clicking noise, as if somebody touched the screen repeatedly is audible.

Settings toggle on and off repeatedly without user input.

The operating context (Nav/Radio/Settings) changes itself repeatedly without user input.

The customer notices the display behaves like somebody is repeatedly touching it, without user input (Ghost Touches).

Workshop findings:

- The complaint can be reproduced.
- No relevant DTCs are stored.

Technical Background

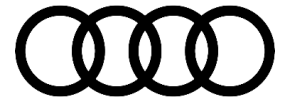
In analysis.

Production Solution

Not Applicable

Service

Technical Service Bulletin



1. Explain to the customer that the concern is currently under analysis and that no repairs are necessary at this point.
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

Please disconnect the connector to the MMI display, leave it disconnected for a moment, then reconnect and reinstall the MMI display.

This will, at least temporarily, resolve the issue.

Please note in the claim comments in the event that there is a repeat of the same concern.

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:	9193		
Damage Code:	0039		
Labor Operations:	Display and operating unit remove + reinstall	9193 1950	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2067205/2		

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.

Additional Information



All part and service references provided in this TSB (**2067205**) 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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