

Technical Service Bulletin



91 MMI display: settings change by themselves (ghost touches)

91 23 01 2070581/1 June 6, 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 are changed on the display without user input; “ghost touches”.
- Repeated zooming on the navigation map.
- Constantly switching to different menus.
- Constantly audible touch click (if enabled in the settings).
- When ghost touches are occurring, manual input is severely limited.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A software issue may cause the display to produce ghost touches.

Production Solution

Optimized software has been implemented in series production.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2069073: *PSS 91 MIB3: Screen switches context by itself, a clicking sound can be heard ("Ghost Touches")*.

Required equipment:

- ODIS Tester.
- SVM code.

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- MMI Display 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 25 minutes (includes 15 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the MMI Display using Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code **636S004**.

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

Vehicle	SD Creator Part Number	SVM Code
Q4	8W0 906 961 BP	636S004

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9193		
Damage Code:	A739		
Labor Operations:	Program display and operating unit	9193 2599	20 TU
	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 30 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 2070581/1		

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
Q4	8W0 906 961 BP	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 Software 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 (**2070581**) 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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