



# Technical Service Bulletin

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

91 24 83 2067205/3 March 8, 2024. Supersedes Technical Service Bulletin Group 91 number 23-84 dated March 27, 2023 for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>service</i> (updated expected release date)
2	03/27/2023	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



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1. Explain to the customer that a solution is expected to be available by the end of the 2<sup>nd</sup> quarter of 2024 (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*).

## 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

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles</li> <li>• G10 for CPO Covered Vehicles – Verify Owner</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9193		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Display and operating unit remove + reinstall	9193 1950	See SRT with associated operations
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB 2067205/3		

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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