



Technical Service Bulletin

91 RSE: Tablet for rear seat entertainment system - removing battery

91 24 24 2074414/1 June 28, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, and Q7	2017	All	Rear Seat Entertainment
A8	2019 - 2021		
A8 e quattro, and S8	2020 - 2021		

Condition

Customer states:

- The tablet for the rear seat entertainment system can only be used on its mount.
- The message “**The battery is defective. Please contact your Audi dealer**” (Figure 1) appears and the tablet for the rear seat entertainment system does not charge.

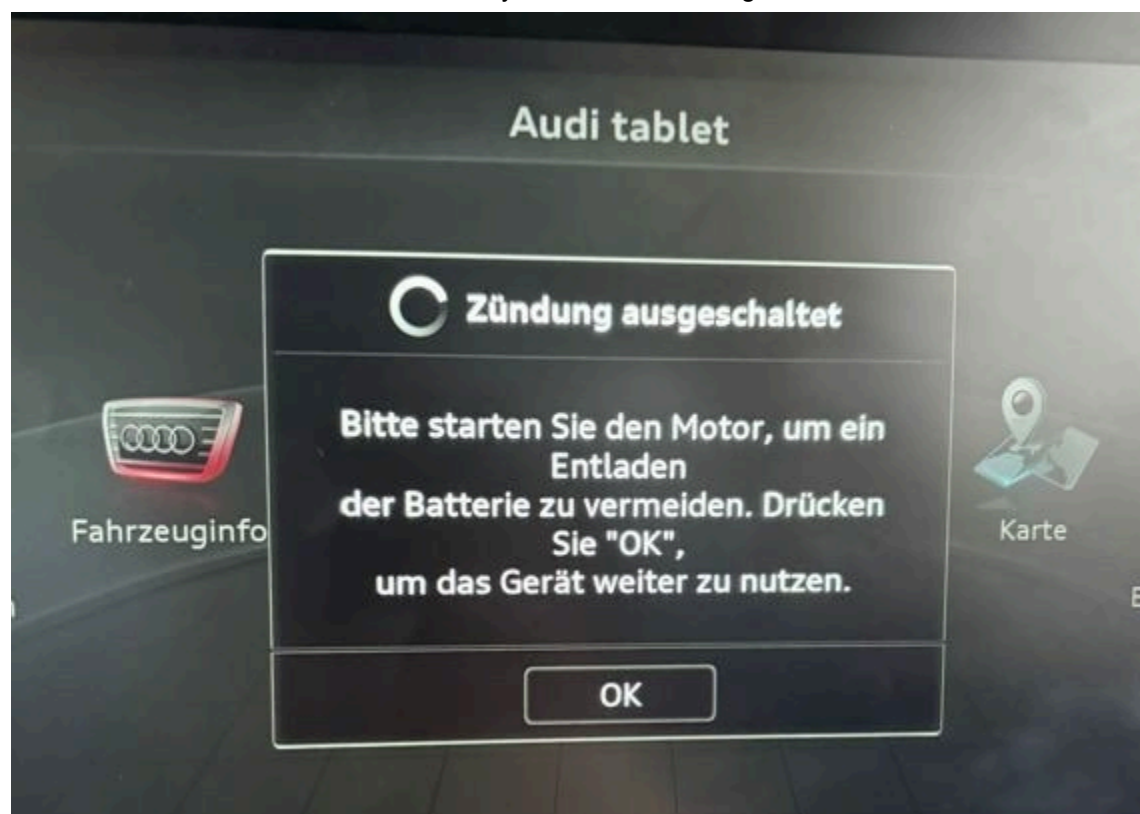


Figure 1. Message in RSE.



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Technical Background

The tablet for the rear seat entertainment (RSE) system has a battery voltage protection system. Under certain circumstances, this system can prevent the internal battery from accepting a charging current. Normally, the tablet would have had to be replaced if this happens. This TPI provides the information required to replace the tablet's internal battery pack with plastic dummies. If this procedure is carried out, it will still only be possible to use the tablet on its mount, but the battery fault message will no longer be displayed when the tablet starts up.

Production Solution

Not applicable.

Service

If the customer complaint is confirmed and the message ***“The battery is defective. Please contact your Audi dealer”*** is displayed when the tablet is switched on, follow the procedure below and check whether the internal battery pack has failed:

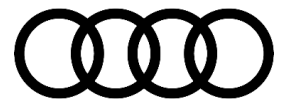


Note: The repair kit with part number 4N0.998.003 is currently the only spare part available for the tablet. Take care not to damage the display screen, the display screen housing, or internal components.

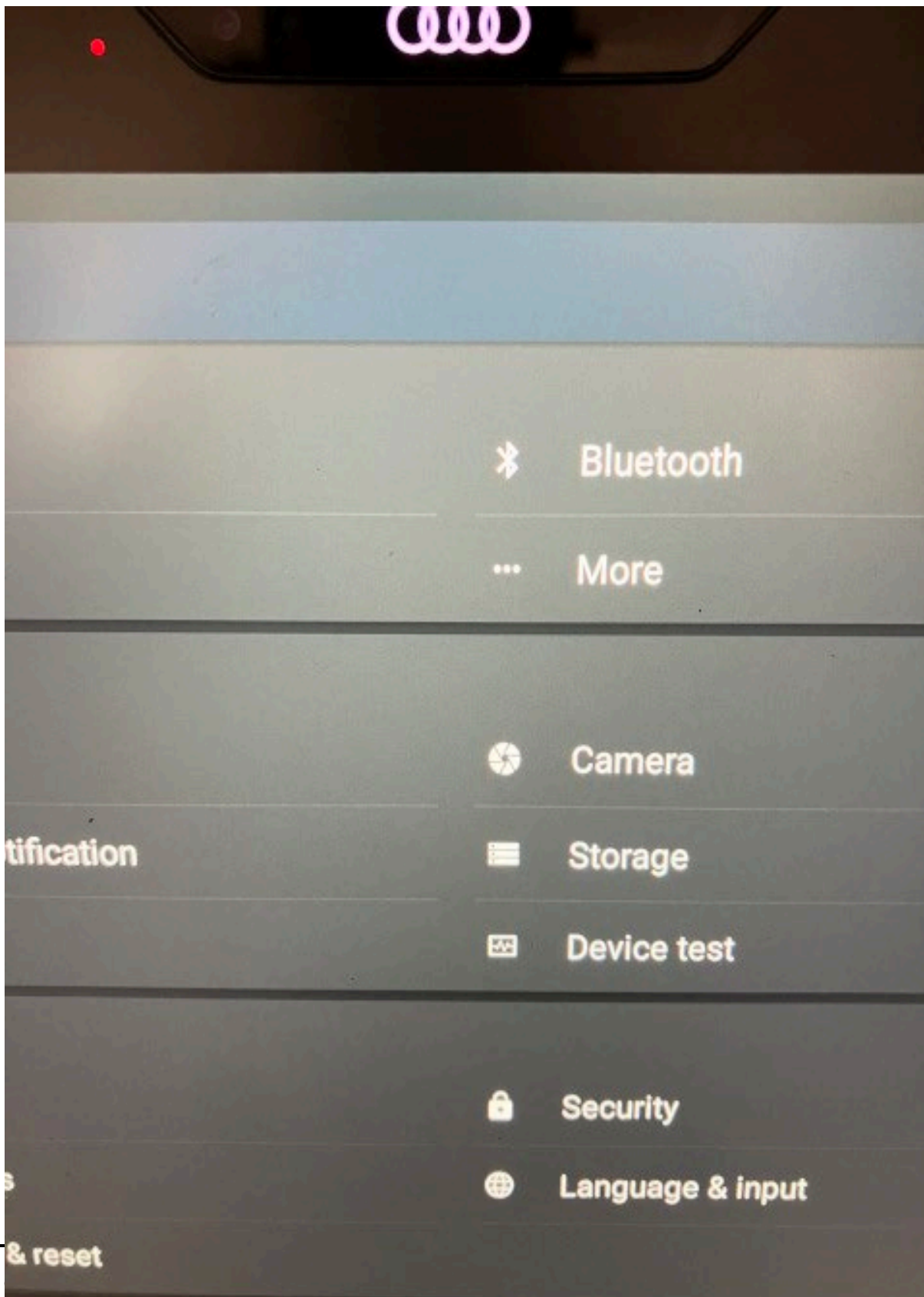
Checking condition of battery

Perform a battery test to determine the current condition of the battery.

- Select ***“Settings”*** for the rear seat entertainment (RSE) system.
- Select the “Device test” option shown in Figure 2.



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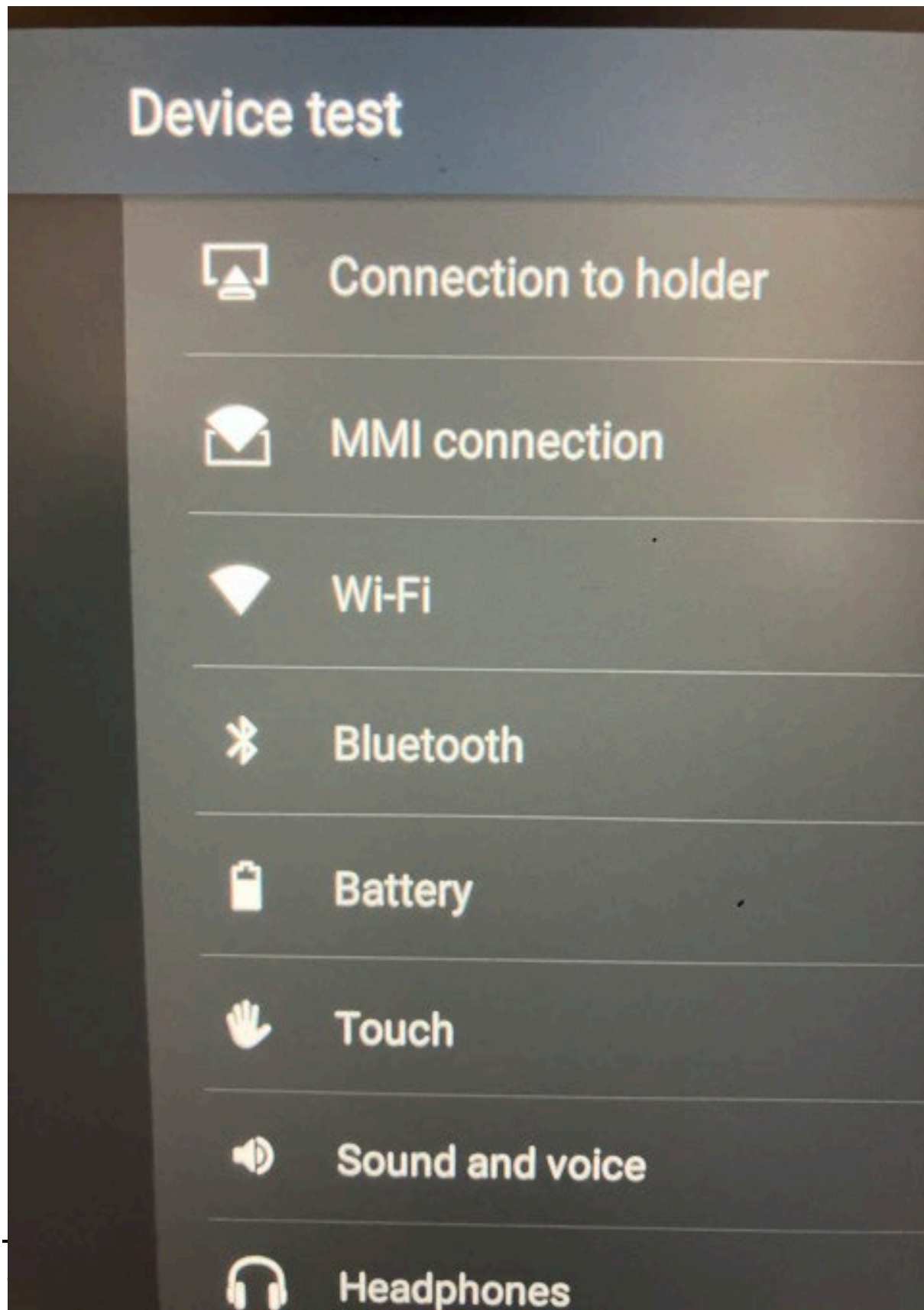
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Figure 2. Device test screen for RSE.

- Select the **“Battery”** option shown in Figure 3.



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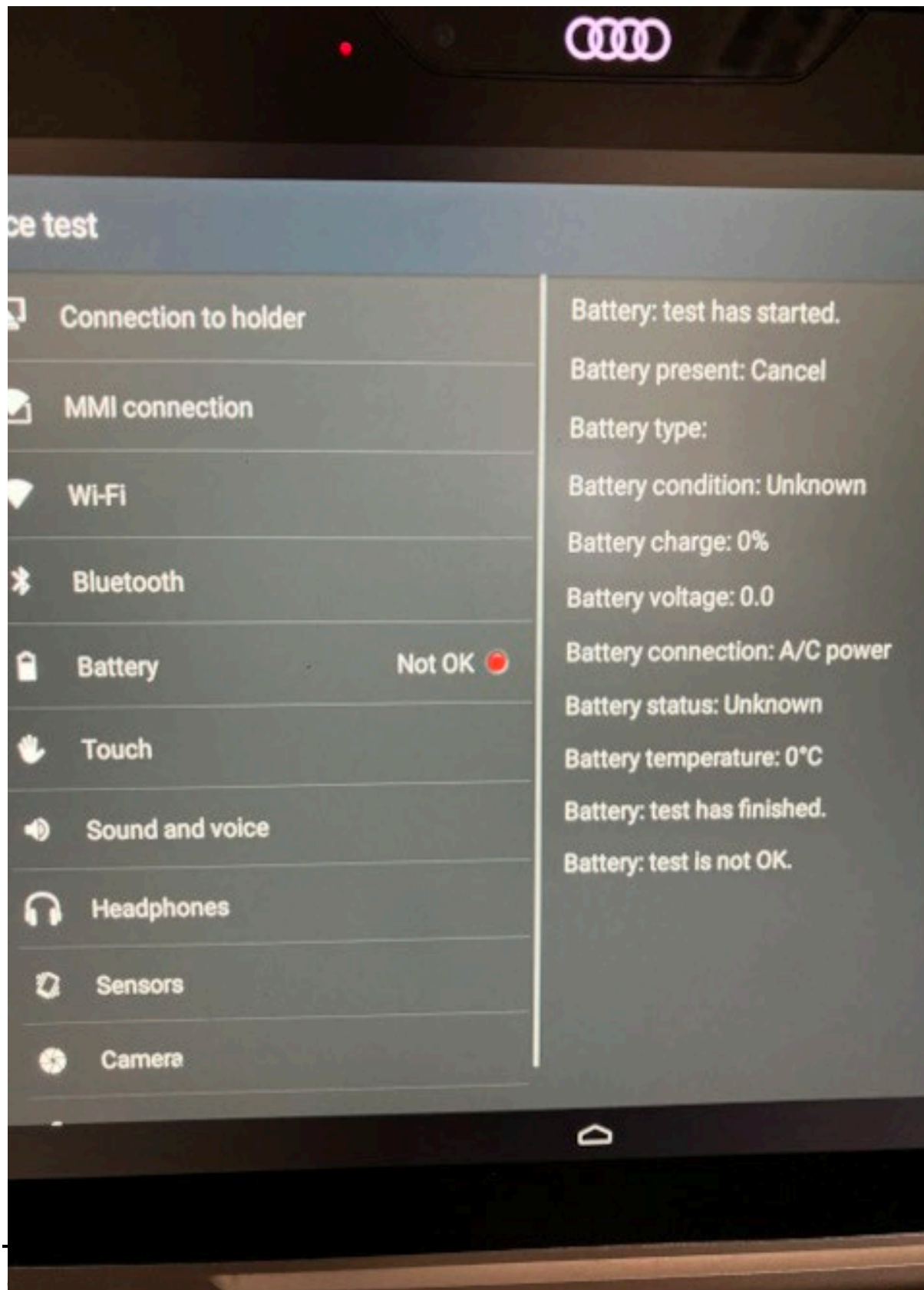
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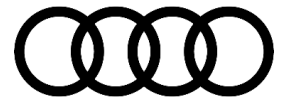
Figure 3. Select the battery option.

The test result will be shown as either **“OK”** with a green mark (Figure 5) or **“Not OK”** with a red mark. The internal battery pack of the tablet for the rear seat entertainment system may only be replaced if the test result is **“Not OK”** (Figure 4).



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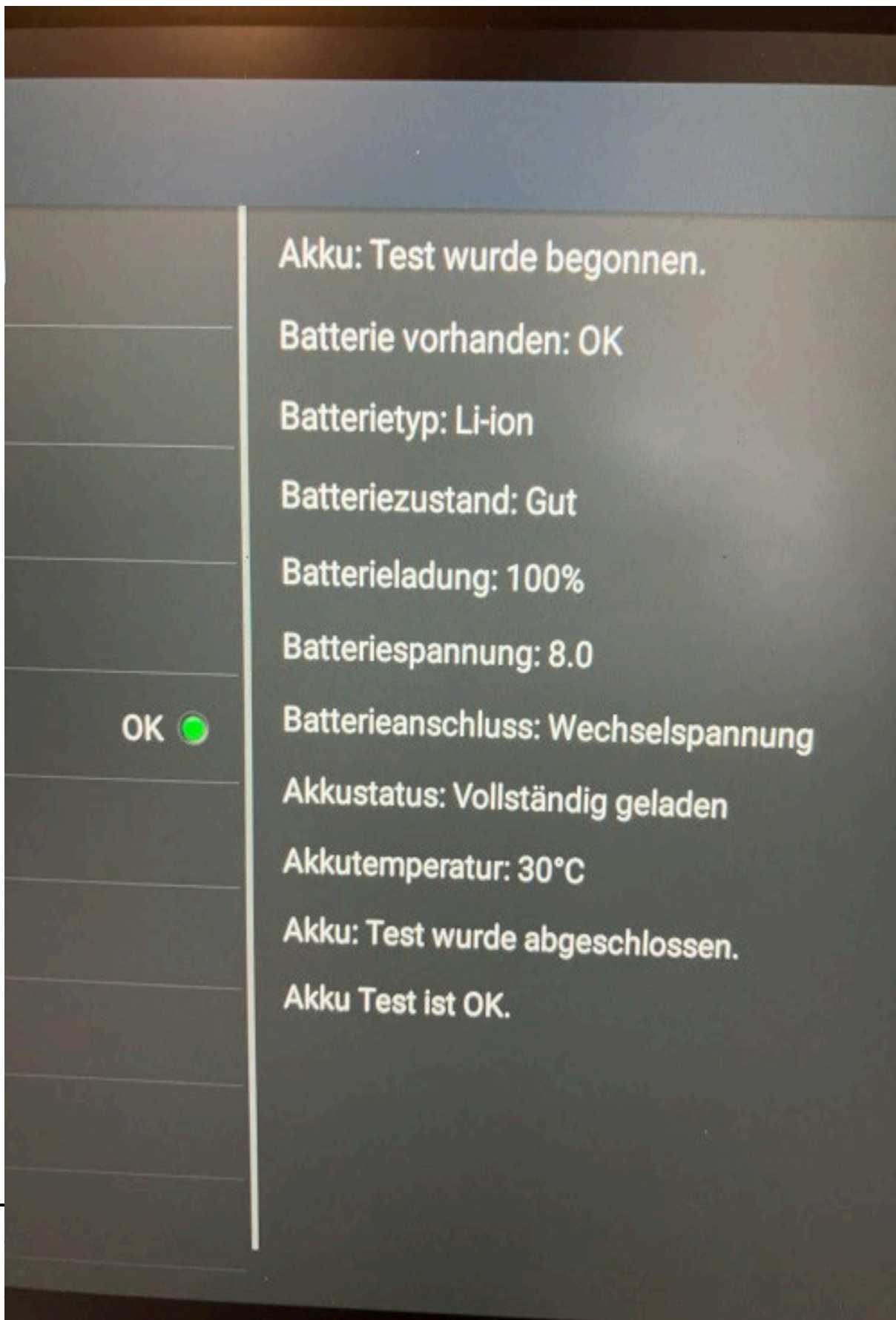


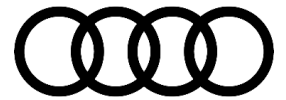
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Figure 4. Not OK indicator.



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Figure 5. OK indicator.

Before removing the battery, check that the repair kit with part number **4N0 998 003** (Figure 6) is complete. The repair kit consists of two plastic inserts with double-sided adhesive tape on one side. The two plastic inserts fill the space once the battery has been removed. A heat conducting pad is shown in the bottom left of the image. The original heat conducting pad will be damaged when the tablet is opened and must be replaced. The two Torx T3 and T6 screwdrivers are for removing the screws to open the housing (T6) and for loosening the screws for the battery frame (T3).

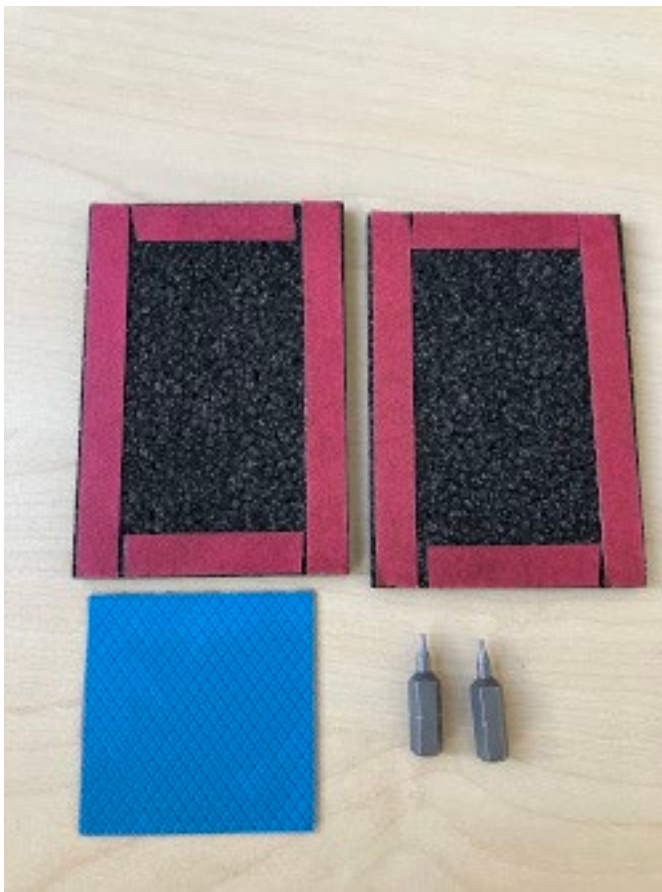
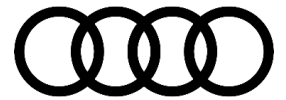


Figure 6. A complete RSE Battery repair kit.

Procedure for replacing the internal battery pack

CAUTION

It is important to discharge static electricity before opening the tablet housing. To do this, touch an unpainted metal ground point.



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- Do NOT touch internal electronic components with your hand. The internal electronic components can be damaged by electrostatic discharge.
- Touch an unpainted metal earth point at regular intervals to dissipate any electrostatic charge that may have accumulated in your body during the work.
- Make sure that the work surface is clean and soft so that the tablet is not damaged.

- Remove the SIM card holder from the tablet (Figure 7).



Figure 7. The SIM card holder is to the right of the tablet.

- Remove the four T6 Torx screws on the back of the tablet (Figure 8).



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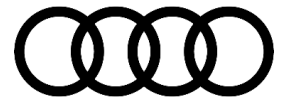
Figure 8. The T6 Torx screws must be removed from each corner.

- Attach a suction cup with a diameter of about 100 mm to the tablet screen (Figure 9).



Figure 9. Attach a suction cup to the screen as shown.

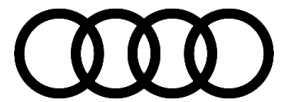
- Have a second person hold the tablet housing in place while you lift the suction cup carefully to create a small gap at the **bottom edge**. Use a small, non-metallic, wedge-shaped tool to detach the lower front edge of the screen from the housing (Figure 10).



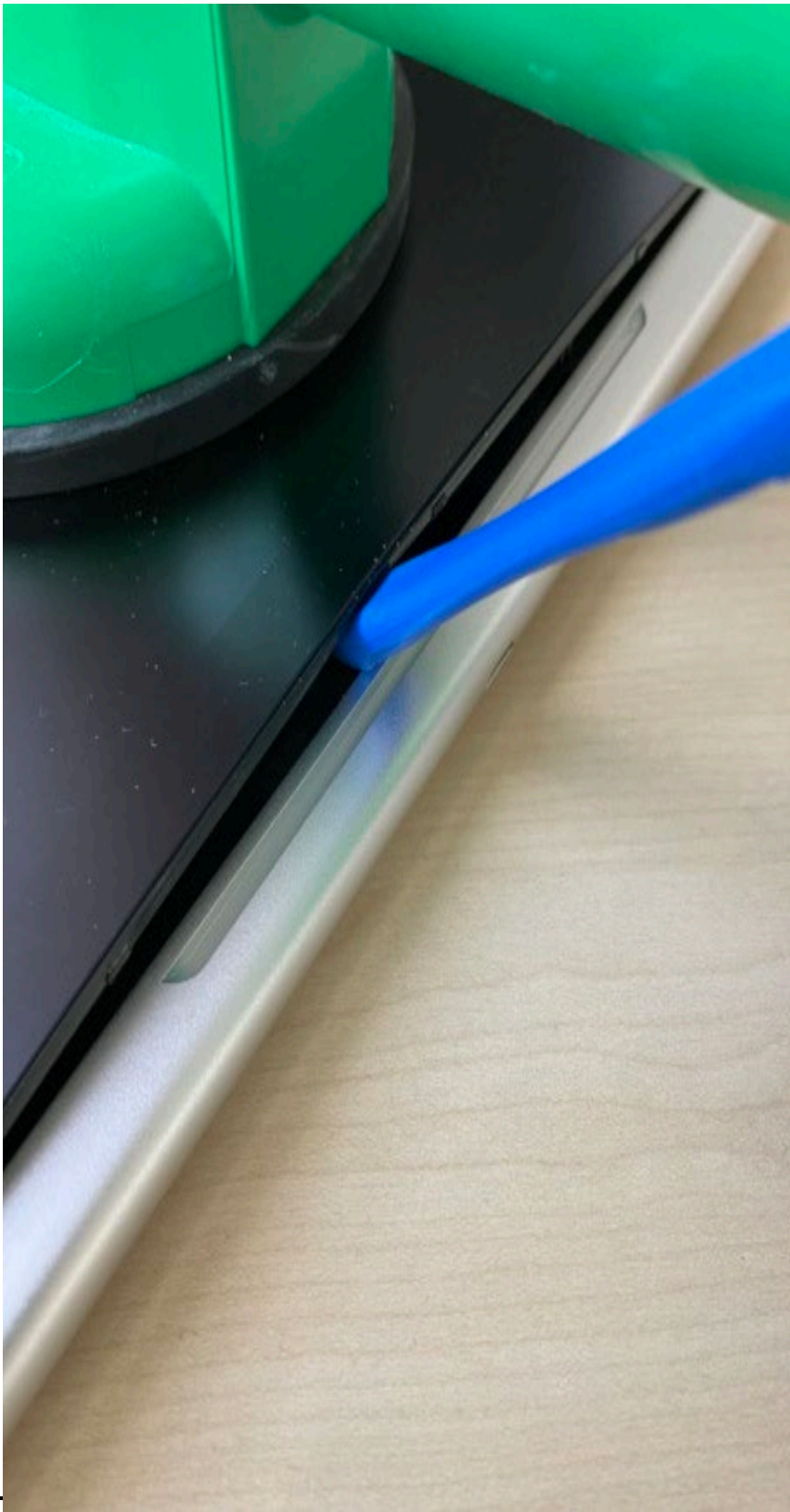
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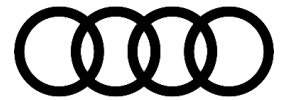


Note: There is a row of small catches on the bottom edge of the tablet screen securing it to the cover.



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Figure 10. Use a small non-metallic wedge-shaped tool to remove the screen, being mindful of the small catches that secure the screen to the case.



Note: A ribbon cable connects the internal battery pack to the screen. The disassembly procedure must be followed exactly. Take care not to damage the ribbon cable and the connectors during disassembly.

- Carefully lift the tablet screen a maximum of $\frac{3}{4}$ in. away from the bottom edge of the housing (Figure 11).

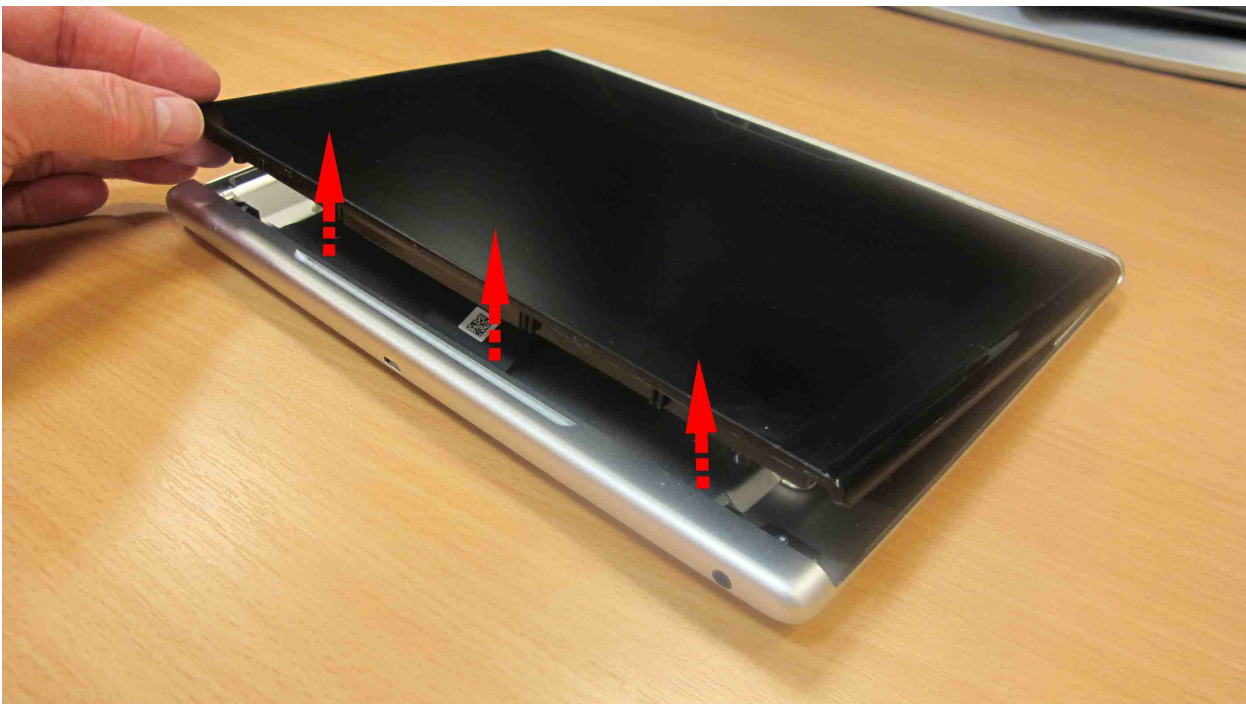


Figure 11. Lift the tablet screen a maximum of $\frac{3}{4}$ in. from the bottom edge of the housing.

- Slide the screen out of the housing (figure 12).



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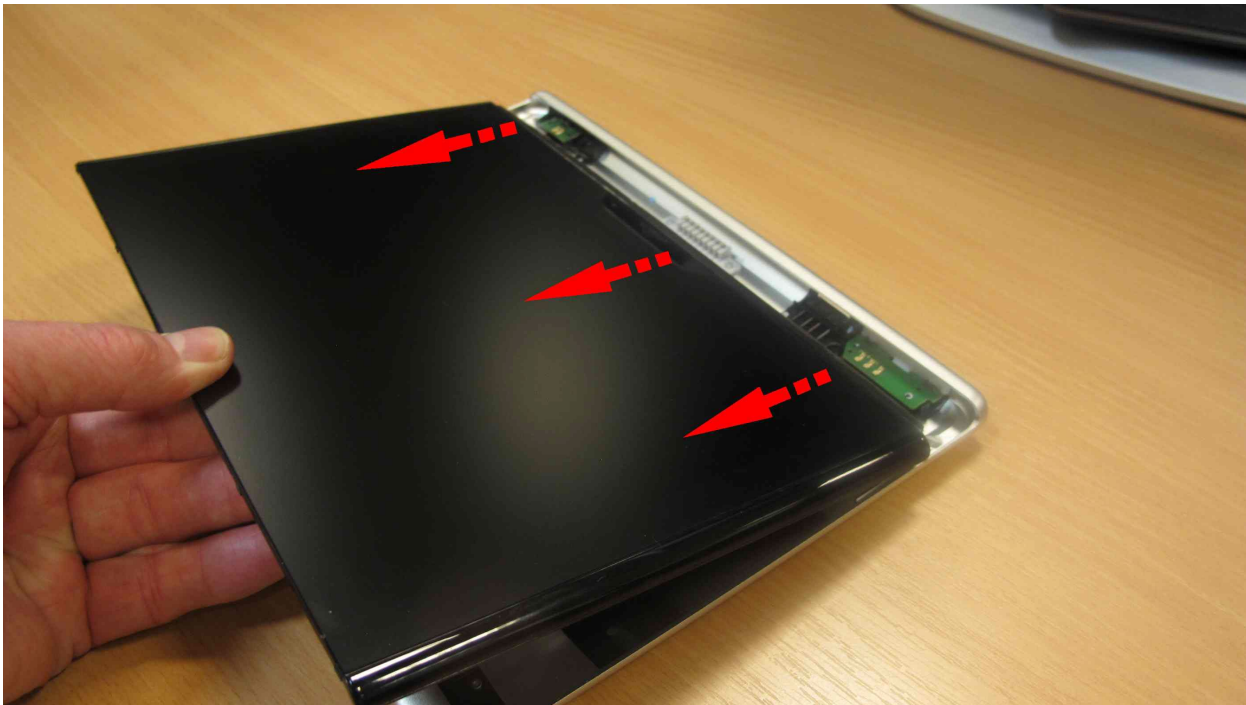
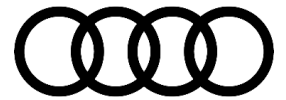


Figure 12. Slide the screen out of the housing.

- Lift the top edge of the screen and continue opening the tablet (Figure 13).



Figure 13. Lift the top edge of the screen to continue opening the tablet.



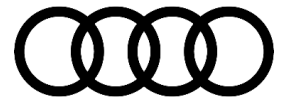
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- Place the screen face down (Figure 14).



Figure 14. Place the screen face down.

- Remove the guide rail for the ribbon cable by disengaging it at both ends (Figure 15).



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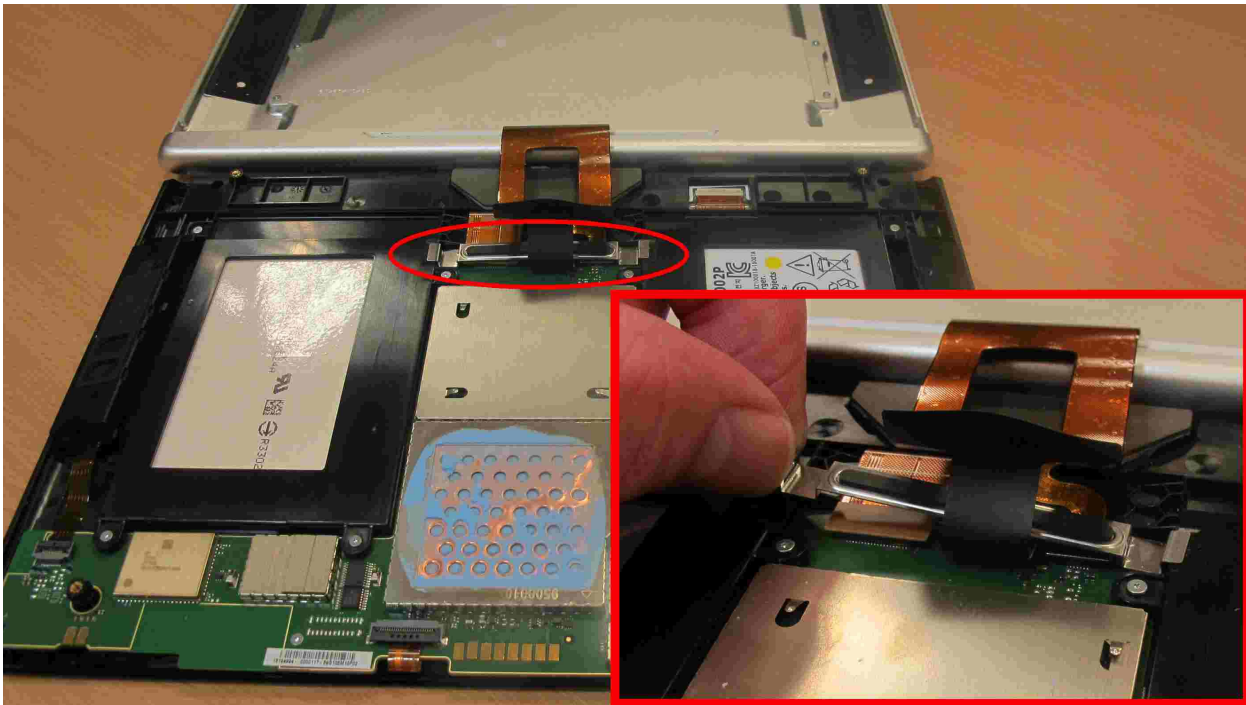


Figure 15. Remove the guide rail for the ribbon cable.

- Carefully unplug the three ribbon cable connectors (Figures 16 and 17).

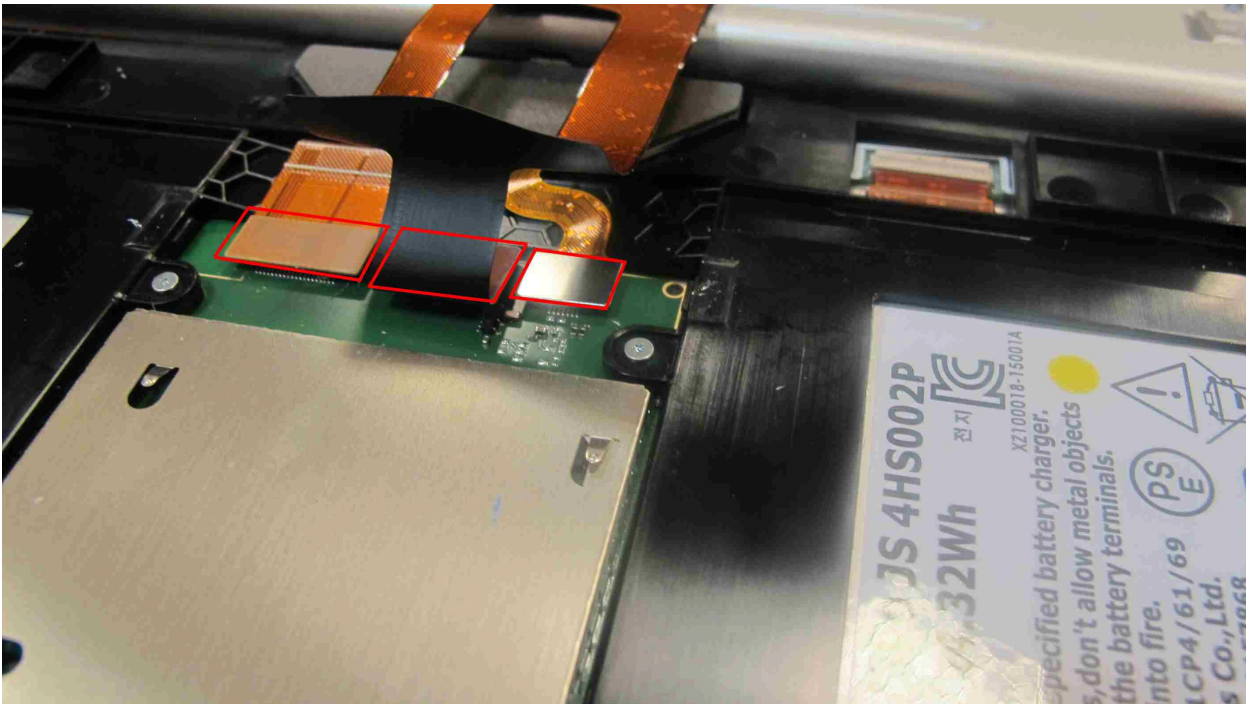


Figure 16. Unplug the ribbon cable connections with caution.



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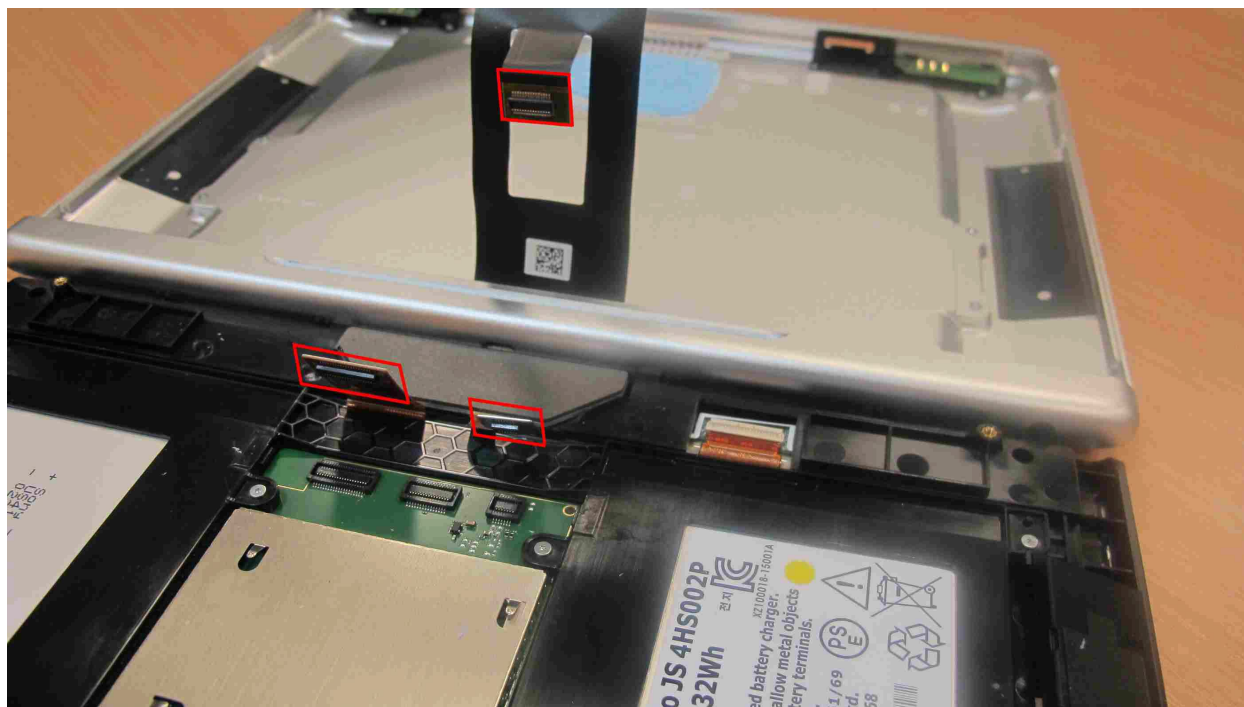
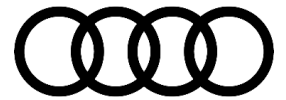


Figure 17. Unplug the ribbon cable connections with caution.

- Remove the eight T3 Torx screws that secure the battery pack. Dispose of the battery pack in accordance with local regulations (Figure 18).

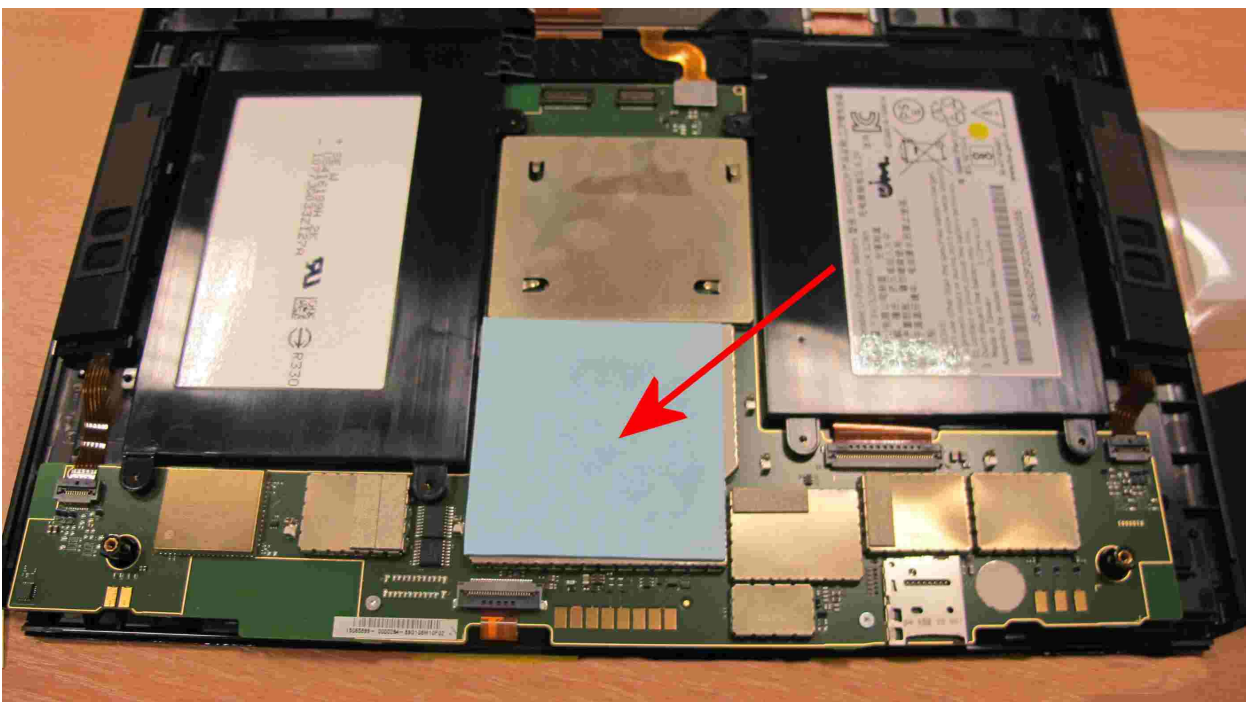


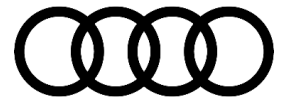
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Figure 18. Remove the T3 Torx screws that secure the battery pack.

- Remove the used thermal grease with a non-metallic scraper or similar tool and dispose of it (Figures 19 to 21).



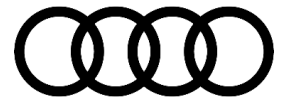


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Figure 19. Remove the used thermal grease with a nonmetal scraper.



Figure 20. Remove the used thermal grease.



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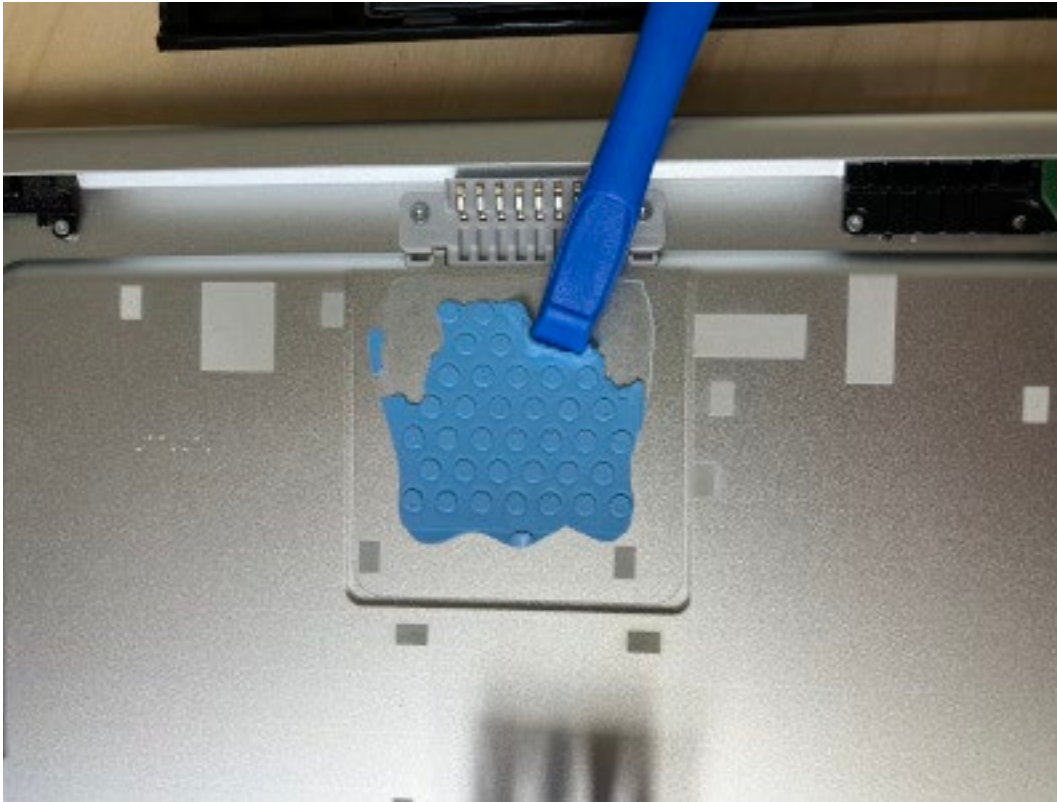
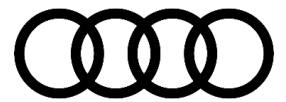


Figure 21. Remove the used thermal grease.

- Remove the battery pack from the plastic frame (Figures 22 and 23).



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Figure 23. Remove the battery pack from the frame.



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Figure 23. Remove the battery pack from the frame.

- Remove the protective film from the double-sided adhesive tape on the two plastic dummies (Figure 24). Place the plastic dummies in the frame as shown in Figure 25 and screw the frame back together with the eight Torx T3 screws.



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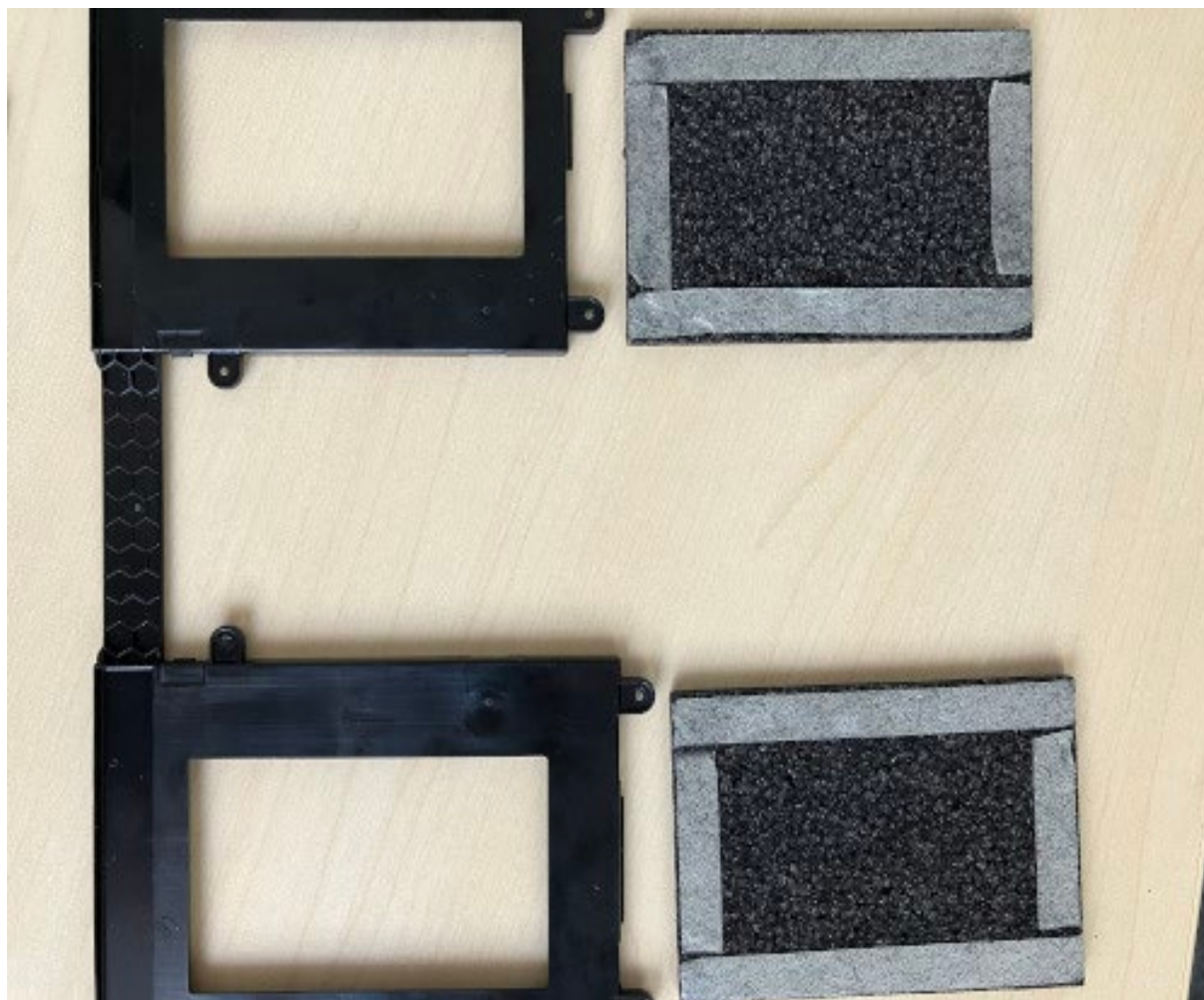
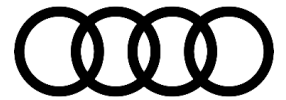


Figure 24. Remove the protective film from the double-sided tape on the plastic dummies.



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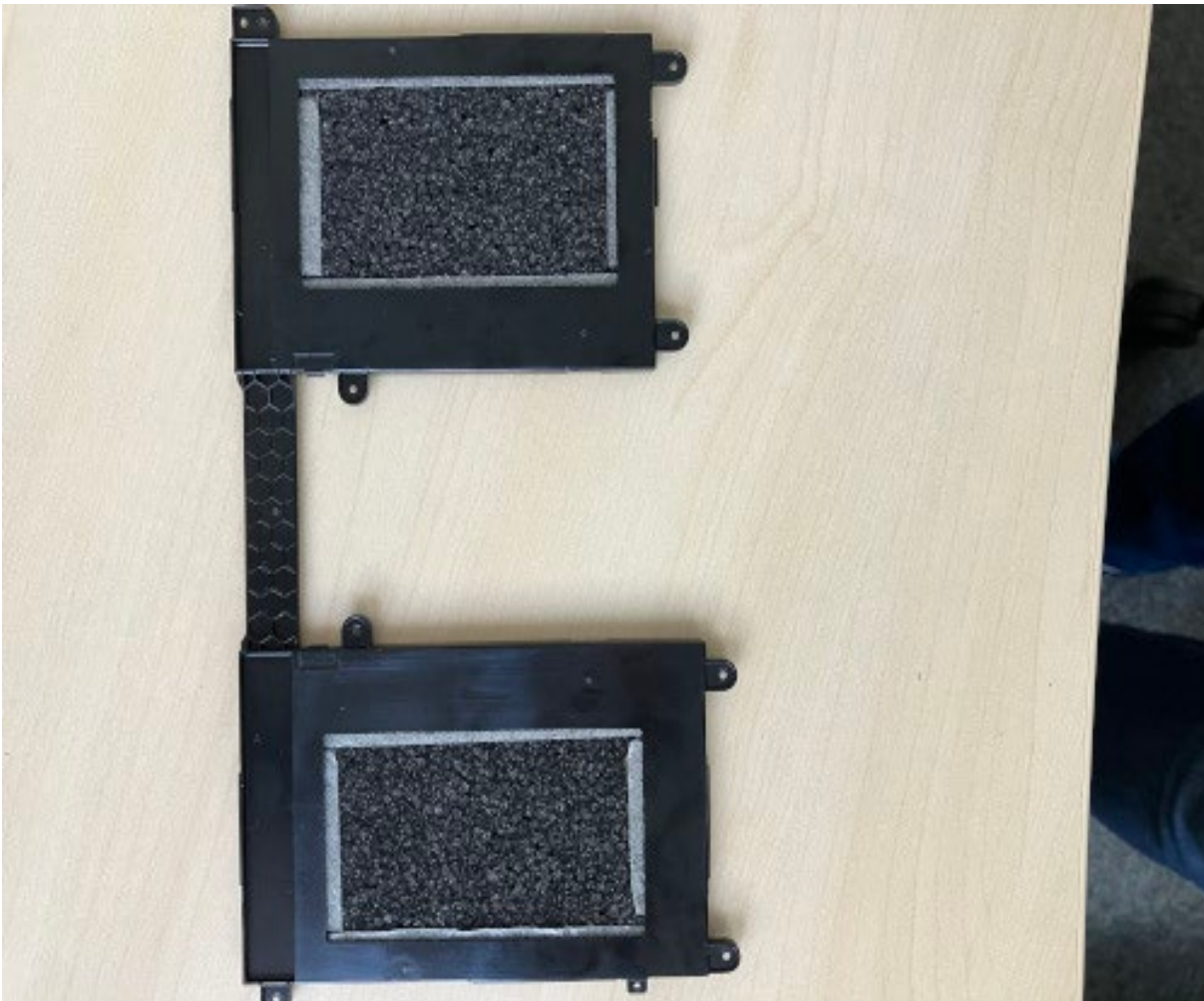


Figure 25. Adhere the plastic dummies in the frame as shown.

- Replace the heat conducting pad. To do this, first remove the first piece of protective film and carefully place the pad on the surface indicated by the red square in Figure 26. Then remove the second piece of protective film.



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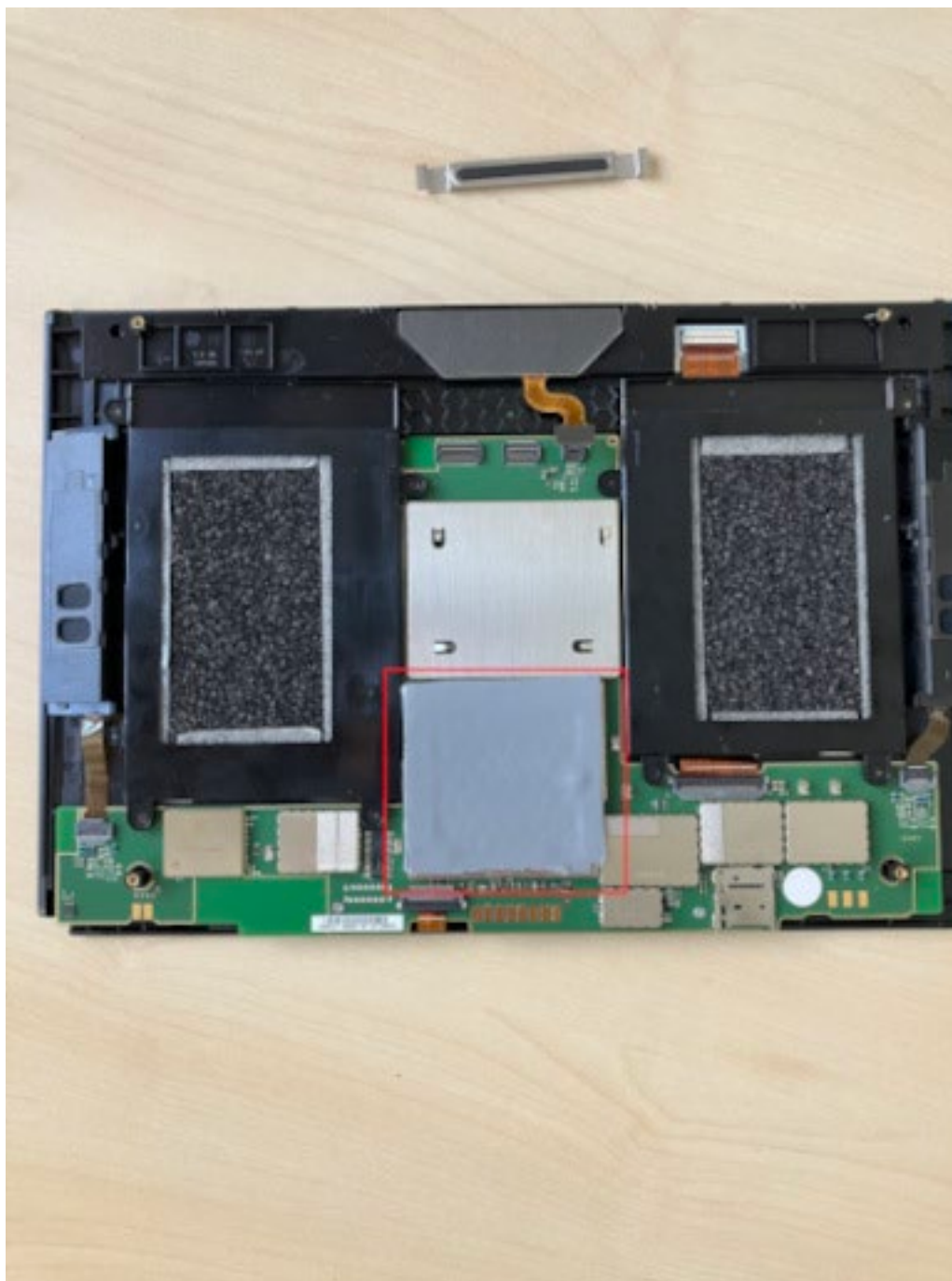


Figure 26. *Replace the heat conducting pad.*

Reassemble the tablet in reverse order. Since the battery pack has been removed, one of the connectors does not need to be plugged in. The remaining two connectors must be secured using the retaining clip.



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Test

Place the tablet in the corresponding holder and check that it works. After the conversion, the tablet will only work when it is on its mount. The messages about the battery will no longer be displayed. After the internal battery has been removed, the tablet's status LED will light up in red continuously. The following event memory entry (active/static) will be logged in the applicable diagnostic address (004E for the rear right display/operating unit or 005E for the rear left display/operating unit): *B15B3F2: Multimedia display unit, battery faulty*. The event memory entry is justified after the repair but does not constitute a fault in this case as the battery has been removed. The corresponding Guided Function in ODIS is no longer applicable in this case.

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. 		
Service Number:	9103		
Damage Code:	0040		
Labor Operations:	Repair rear MMI screen	9103 4199	50 TU
Claim Comment:	As per TSB 2074414/1		

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

Part number	Designation	Quantity
4N0.998.003	RSE battery repair kit	1x

Additional Information

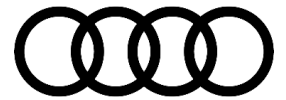
Before carrying out the repair, inform the customer that the tablet cannot be used outside its mount (in battery mode) once the measure has been implemented. As a result of the internal battery being removed, the messages relating to the internal battery will no longer be displayed. After the internal battery has been removed, the tablet's status LED will light up in red continuously as shown in the image (Figure 27).



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Figure 27. Red indicator light will light up continuously.

All part and service references provided in this TSB (**2074414**) 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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