

## Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment			
A3, S3, and RS 3	2026	All	0636 – Multimedia display unit 1			
			Software Part #	Software Version	Hardware Part #	Hardware Version
			8YD919620C	0220	8YD919620C	H40
			8Y0919620C	0220	8Y0919620C	H40

### Customer states:

MMI cannot be operated using the touchscreen. The MMI display does not respond to touch operation. The complaint is sporadic and is usually remedied after locking the vehicle and waiting for a few minutes.

### Workshop findings:

As the behavior is highly sporadic, the complaint cannot always be directly reproduced in the workshop.

The following event memory is logged in diagnostic address 005F when the described functional restriction occurs.

- **U10E200** multimedia system display unit 1 - no communication, symptom 0x1A04.

The customer complaint can be checked using the freeze frame data and the fault frequency counter.

## Technical Background

Software issue

## Production Solution

Q1 2026

## Service



**The functional restriction occurs very sporadically and can be remedied by a bus sleep cycle, i.e. locking the vehicle from the outside and waiting for 3 minutes.**

1. Explain to the customer that a solution is expected to be available by the end of the 2nd quarter of 2026 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in Audi Now; *Service | AU-US > Pending Service Solutions (PSS)*.

## Warranty

Replacing parts or attempting repairs will not fix the problem. Unjustified work/replacement parts will be charged back. Invoicing under warranty is not permitted.

## **Additional Information**

All part and service references provided in this TSB (**2081887**) 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.

©2026 Audi of America, LLC / Audi Canada 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.