



Technical Service Bulletin

PSS 91 MIB3: MMI display turns blue

91 21 40 2063702/2 October 13, 2021. Supersedes Technical Service Bulletin Group 91 number 21-09 dated June 21, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 sportback, S5, S5 Cabriolet, S5 sportback, RS5, RS5 Cabriolet, RS5 sportback, A6, A6 allroad, A6 Avant, S6, RS6 Avant, A7, S7, RS7, A8, S8, Q5, SQ5, Q7, SQ7, Q8, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron sportback	2021	All	MIB3
Audi e-tron GT	2022	000001 - 002735	MIB3

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Models)
1	06/21/2021	Initial publication



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Customer states:

- The MMI display turns completely blue (Figures 1 - 2).



Figure 1. Dual screen vehicle.



Figure 2. Single screen vehicle.

Technical Background

An issue in the display driver can cause the displays to turn blue.

Production Solution

Updated software implemented in MY22.



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Service

1. **Workaround:** Reset the MMI by pushing the On/Off/Volume button for 10 seconds or more. The MMI will reboot and should work normally afterward.
2. Explain to the customer that a permanent solution is forthcoming for the 1st quarter of 2022 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.
3. 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.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2063702) 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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