



Technical Service Bulletin

PSS 91 MIB3: MMI display turns blue

91 22 90 2063702/4 March 23, 2022. Supersedes Technical Service Bulletin Group 91 number 21-46 dated October 26, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8, and S8	2021	All	Not Applicable
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, A8, S8, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RSQ8	2021 – 2022	All	Not Applicable
e-tron GT, RS e-tron GT	2022	000001 – 002735	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	--	Revised header (Added MY22)
3	10/26/2021	Revised <i>Service</i> (Updated expected release date)
2	10/13/2021	Revised header (Added Models)



Technical Service Bulletin

Customer states:

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



Figure 1. Dual screen vehicle.



Technical Service Bulletin



Figure 2. Single screen vehicle.

Technical Background

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

Production Solution

This bulletin will be updated when more information is available. A solution is currently in development.

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 expected in the 1st quarter of 2023 (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.
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



Technical Service Bulletin

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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