



# Technical Service Bulletin

## PSS 91 MIB3: lower display is flickering or distorted

91 22 02 2066224/3 May 25, 2022. Supersedes Technical Service Bulletin Group 91 number 22-96 dated April 25, 2022, for reasons listed below.

| Model(s)  | Year        | VIN Range | Vehicle-Specific Equipment |
|-----------|-------------|-----------|----------------------------|
| A6 and S6 | 2021 – 2022 | All       | Not Applicable             |

## Condition

| REVISION HISTORY |            |   |
|------------------|------------|---|
| Revision         | Date       | Purpose   |
| 3                | -          | Revised header (updated software filter / added MY22) |
| 2                | 04/25/2022 | Revised header (updated software filter)              |
| 1                | 02/23/2022 | Initial publication                                   |

### Customer states:

- The lower display flickers intermittently or the display seems to be distorted.



**Figure 1:** Display distorted



**Figure 2:** Display flickering

### Workshop findings:

- No relevant DTC is stored in the vehicle.

## Technical Background

A software malfunction may cause the lower display to flicker or be distorted.



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## Production Solution

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

## Service

1. Explain to the customer that a solution is expected by the end of the 4<sup>th</sup> quarter of 2022 (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*), or through the Technical Assistance page in Elsa.

## Workaround

The customer can perform the following steps to restore the correct functionality of the lower display:

1. Reboot the MMI (refer to "Restarting the MMI" in the owner's manual)
  - a. Push and hold the volume/power button for at least ten seconds until you see the upper MMI screen boot back up.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2066224**) 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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