



Technical Service Bulletin

PSS 91 MMI Display: switches contexts / toggling settings on its own, rapid clicking noise (ghost touches)

91 22 06 2067205/1 June 8, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2022	All	Not Applicable

Condition

Customer states:

A repeating clicking noise, as if somebody touched the screen repeatedly is audible.

Settings toggle on and off repeatedly without user input.

The operating context (Nav/Radio/Settings) changes itself repeatedly without user input.

The customer notices the display behaves like somebody is repeatedly touching it, without user input (Ghost Touches).

Workshop findings:

- The complaint can be reproduced.
- No relevant DTCs are stored.

Technical Background

In analysis.

Production Solution



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Not Applicable.

Service

1. Explain to the customer that the problem is currently under analysis and that no repairs are necessary at this point.
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

Please disconnect the connector to the MMI display, leave it disconnected for a moment, then reconnect and reinstall the MMI display.

This will, at least temporarily, resolve the issue.

Please note in the claim comments in the event that there is a repeat of the same concern.

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 any warranty, this Technical Service Bulletin is informational only.
Service Number:	9193
Damage Code:	0039



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Labor Operations:	Display and operating unit remove + reinstall	9193 1950	See SRT with associated operations
Diagnostic Time:	GFF	0151 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2067205/1		

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.

Additional Information

All part and service references provided in this TSB (**2067205**) 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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