



Technical Service Bulletin

91 MIB3: lower display is flickering or distorted

91 22 53 2068721/1 December 1, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, and RS 7	2021 – 2022	All	Not Applicable

Condition

Customer states:

- The lower MMI display (J686) flickers sporadically, or the display area looks distorted (Figure 1).
- HVAC settings change by themselves.
- Touch inputs are detected on the lower display without user interaction.



Figure 1: Examples of the distorted/flickering screen.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A software malfunction in the lower MMI display may cause it to become distorted or flicker.



Technical Service Bulletin

Production Solution

Not applicable.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2066224: *PSS 91 MIB3: lower display is flickering or distorted.*

Required equipment:

- ODIS Tester.
- SVM code.
- MIB3 Display (J686) Software update on USB Flash Drive (see *Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 20-30 minutes (includes 10 - 20 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the MIB3 Display (J686) using either Method 1 or Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code **636S003**.



Only use Method 2: Manual update due to SVM code or Server issues.

(Update via the Red Engineering Menu (REM))

Vehicle	SD Creator Part Number	SVM Code
A6/A7	4K1906961A	636S003

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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Technical Service Bulletin

	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9196		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Program display and operating unit	9193 2599	20 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2068721/1		

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.

Required Parts and Tools

Model	USB Flash Drive	Quantity
A6/A7	4K1906961A	01 (Shop tool)

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
- TSB 2060523: *91 MIB3 Update Instructions.*
- TSB 2047812: *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*



Technical Service Bulletin

All part and service references provided in this TSB (**2068721**) 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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