

Technical Service Bulletin



90 Instrument cluster low - display content missing in driver information system with text superimposed

90 15 60 2042644/1 December 3, 2015.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012 - 2015	All	PR code 9Q7
A6, A7	2016	000001 - 032877	PR code 9Q7

Condition

In vehicles with PR code 9Q7, display content is sporadically not shown in the driver information system and text is superimposed on the information line of the on-board computer (Figure 1 and Figure 2).



Figure 1. Text superimposed on the information line.



Figure 2. Text superimposed on the information line.

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Technical Background

Incorrect software in the instrument cluster.

Production Solution

New software in the instrument cluster control module, J285 (address word 17), addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the instrument cluster control module, J285 (address word 17), using the SVM action code as listed in the table below, if necessary.

Model	Model Year	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A6, A7	2012	4G8920950F	*	4G8920950F	0121	17A021
A6, A7	2012	4G8920950G	*	4G8920950G	0121	17A021
A6, A7	2012	4G8920950H	*	4G8920950H	0121	17A021
A6, A7	2013	4G8920900D	*	4G8920900D	0307	17A021
A6, A7	2013	4G8920950J	*	4G8920950J	0210	17A021
A6, A7	2013	4G8920950K	*	4G8920950K	0210	17A021
A6, A7	2013	4G8920950L	*	4G8920950L	0210	17A021
A6, A7	2013	4G8920950M	*	4G8920950M	0307	17A021
A6, A7	2013	4G8920950N	*	4G8920950N	0307	17A021
A6, A7	2013	4G8920950P	*	4G8920950P	0307	17A021
A6, A7	2013	4G9920950	*	4G9920950	0210	17A021
A6, A7	2013	4G9920950A	*	4G9920950A	0210	17A021
A6, A7	2013	4G9920950C	*	4G9920950C	0307	17A021
A6, A7	2013	4G9920950D	*	4G9920950D	0307	17A021



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A6, A7	2014	4G8920950Q	*	4G8920950Q	0412	17A021
A6, A7	2014	4G8920950R	*	4G8920950R	0412	17A021
A6, A7	2014	4G8920950S	*	4G8920950S	0412	17A021
A6, A7	2014	4G8920950T	*	4G8920950T	0412	17A021
A6, A7	2014	4G9920950J	*	4G9920950J	0412	17A021
A6, A7	2014	4G9920950K	*	4G9920950K	0412	17A021
A6, A7	2015	4G8920951	*	4G8920951	0508	17A021
A6, A7	2015	4G8920951A	*	4G8920951A	0508	17A021
A6, A7	2015	4G8920951B	*	4G8920951B	0508	17A021
A6, A7	2015	4G8920951C	*	4G8920951C	0508	17A021
A6, A7	2015	4G9920950Q	*	4G9920950Q	0508	17A021
A6, A7	2015	4G9920950R	*	4G9920950R	0508	17A021
A6, A7	2016	4G8920951D	*	4G8920951D	0604	17A021
A6, A7	2016	4G8920951E	*	4G8920951E	0604	17A021
A6, A7	2016	4G8920951F	*	4G8920951F	0604	17A021
A6, A7	2016	4G8920951G	*	4G8920951G	0604	17A021
A6, A7	2016	4G9920951F	*	4G9920951F	0604	17A021
A6, A7	2016	4G9920951G	*	4G9920951G	0604	17A021

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2042644/1		

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

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions*

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.