

Technical Service Bulletin



90 Head-up display does not power on or does not work

90 15 57 2042121/1 October 8, 2015.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8	2014 - 2016	All	Head-up display

Condition

- The head-up display will not power on or does not work.
- After the next bus silence (for example, waiting five minutes after the driver side door is locked), the head-up display works correctly.

Technical Background

There is a software deviation that affects software versions 0304 (on A6 and A7 vehicles) and 0021 (on A8 vehicles).

Production Solution

New optimized software in the head-up display control module, J898 (address word 82) addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the head-up display control module, J898 (address word 82), using the SVM action code as listed in the table below, if necessary.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A6/A7	4G0 919 604 M	0304	4G0 919 604 M	0306	82A001
A6/A7	4G0 919 604 N	0304	4G0 919 604 N	0306	82A001
A6/A7	4G8 919 604 M	0304	4G8 919 604 M	0306	82A001
A6/A7	4G8 919 604 N	0304	4G8 919 604 N	0306	82A001

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A8	4H0 919 617	0021	4H0 919 617	0023	82A001
A8	4H0 919 617 A	0021	4H0 919 617 A	0023	82A001



Tip: An update is only possible if the USB cable is connected to the ODIS tester. A wireless update is not possible.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9091		
Damage Code:	0039		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 80 TU)
	Road test prior to service procedure	No allowance	00 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 #2042121/1		

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 parts and service references provided in this TSB (2042121) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.