Technical Service Bulletin

90 Instrument cluster display or MIB system performs intermittent reset

90 16 62 2042388/3 February 8, 2016. Supersedes Technical Service Bulletin Group 90 number 15-59 dated December 3, 2015 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2016	All	With PR code 9Q8

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Service* (Updated SD card part number) Revised *Required Parts and Tools* (Updated SD card part number)
2	12/3/2015	Revised *Condition* (Updated information about DTC entries) Revised *Service* (Added information about using SD card) Revised *Required Parts and Tools* (Added entire section)
1	11/2/2015	Initial publication

- Customer may report that the instrument cluster center display and/or the MIB system briefly perform a reset or cut out.
- DTC entries for "optical data bus, interruption, sporadic" are logged in control units connected to the MOST bus.

Technical Background

On A6 and A7 vehicles with PR code 9Q8 (Top instrument cluster), a software condition can cause the instrument cluster to cause disturbances on the MOST bus, causing the MMI to reboot.

Production Solution

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

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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.

⚠️ **Note:**

- SD card **4G0 906 961 C** must be used when updating vehicles with **software version 0043** (vehicles built through calendar week 21/15).

- SD card **4G0 906 961 B** must be used when updating vehicles with **software version 0104** (vehicles built from calendar week 22/15).

To perform the update with the SD card, use ODIS Guided Fault Finding to run "SVM - Code input". Follow the instructions outlined by the test plan. The test plan will display a prompt to insert the SD card into the MIB system. The update will be performed with the data on the SD card, and a progress meter will be displayed on the MIB screen. Note that the tester must remain hardwired to the vehicle during the update.

Model	Old Software Version	New Software Version (or higher)	SD Card	SVM Code Input
A6, A7 (Built through CW 21/15)	0043	0044	4G0906961C	TPKWW106AU
A6, A7 (Built from CW 22/15)	0104	0106	4G0906961B	TPKWW106AU

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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:	Software update	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 #2042388/3		

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

Part Number	Part Description	Quantity
4G0906961C	SD Card for vehicles through 21/2015 (Must be ordered prior to performing SVM code)	1
4G0906961B	SD Card for vehicles built 22/2015 and after (Must be ordered prior to performing SVM code)	1

Additional Information

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

• TSB 2011732 00 Software Version Management (SVM), operating instructions.

All part and service references provided in this TSB (2042388) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.