

# Technical Service Bulletin



## 91 Rear Seat Entertainment system software update for potential vehicle battery draw concern

91 16 34 2043660/1 March 23, 2016.

| Model(s) | Year        | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| A4, Q7   | 2016 - 2019 | All       | Rear Seat Entertainment    |

## Condition

One of the following conditions is present in a vehicle equipped with Rear Seat Entertainment (RSE) tablets:

- The customer has various complaints about the RSE system and would like to update the software of the RSE tablets.
- The vehicle cannot be started after it has been off for several days, and there are no indications in the battery history log of battery drain originating from a control unit on the CAN bus.

## Technical Background

Periodically, software updates are made available for the RSE systems to fix various concerns and to improve the user experience. The latest update (available as of March 2016) implements a fix that can prevent one of the RSE units from staying awake while the ignition is off, which can potentially draw the vehicle battery down.

## Production Solution

New RSE units available from Audi Genuine Accessories will already be updated with the new software.

## Service

The Android system software will need to be updated via an internet connection. The update can be performed with the tablets inside or outside of the vehicle.

### 1. Before proceeding, ensure that the following conditions are true:

- The vehicle is attached to a battery charger, or the vehicle can be powered on for at least one hour (the engine should be left running to prevent battery drain).
- The tablets have a battery charge level of 50% or higher and can remain connected to a power source while the update is completed (ignition on or engine on).
- An active Wi-Fi hotspot is available. An active Wi-Fi hotspot is required because the update is performed over the internet. The system cannot be updated via SD card or any other type of media.  
Note that if the vehicle's hotspot is being used and the customer's subscription is not on the six-month Audi trial, the subscription will have a limited amount of data. For subscriptions actively on the six-month Audi trial, data is unlimited from the vehicle Wi-Fi hotspot. Future updates can consume as much as 0.5GB of

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data.

2. Check the software version of each RSE tablet from the main menu by selecting *Settings>>Device Settings>>About Tablet>>Custom build version* (Figure 1 - Figure 4).

The version of the custom build is displayed in following format, where the "010006" denotes the system software level:

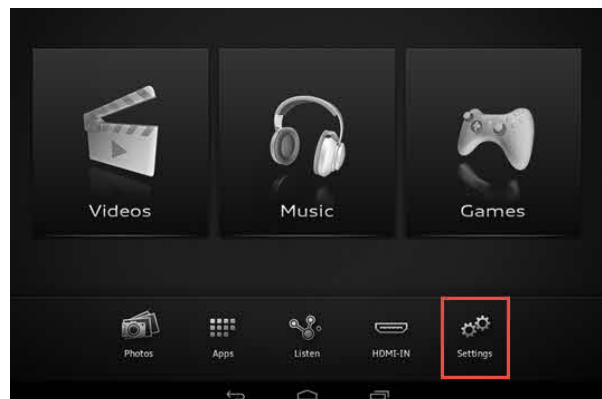
RSEIII.010006.XXXXXXX\_XXXX

**If the software level is less than 010008:**

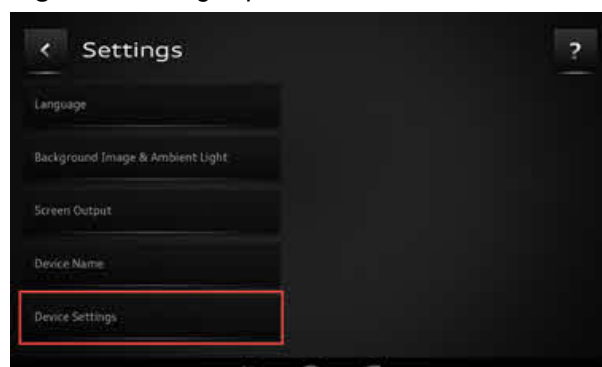
- A software update is available. Proceed to the next step.

**If the software level is 010008:**

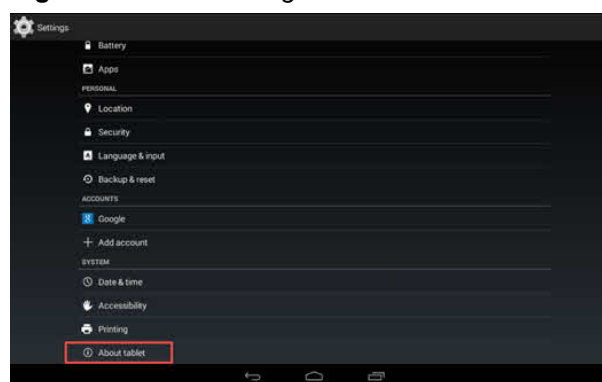
- The software is already up-to-date (as of March 2016. A newer update may be made available at a later date).



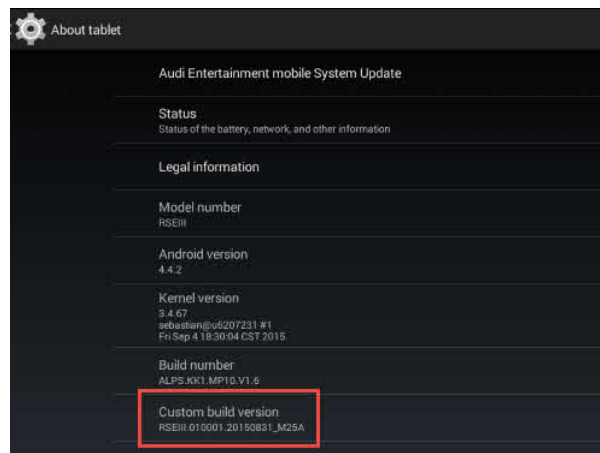
**Figure 1.** Settings option in main menu.



**Figure 2.** Device settings.



**Figure 3.** About tablet.



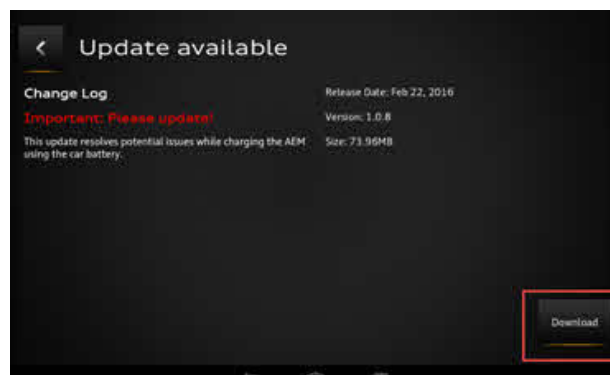
**Figure 4.** Custom build version.

3. To perform the software update, go to the top of the screen and select: *Audi Entertainment Mobile System Update*>>*Check Now* (Figure 5).



**Figure 5.** Check for System Update.

4. If an update is available, an information screen will appear with the new version number, change log, and release date (Figure 6). Select the *Download* option to begin the download of the update. Depending on the size of the update and the speed of the Wi-Fi connection, it can take a few minutes to several hours to download the update. In most cases it only takes a few minutes.



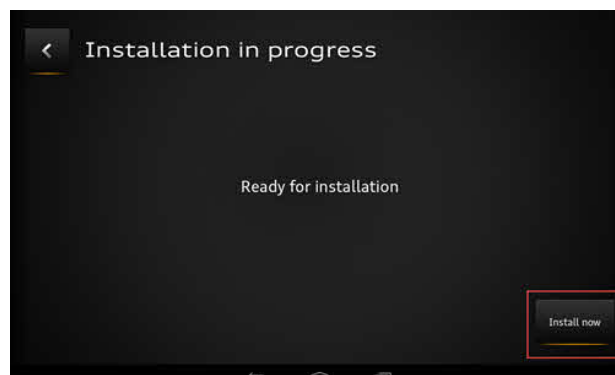
**Figure 6.** Update available.

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5. After the update file has been downloaded to the RSE tablet, the option to start the install will be provided. Select *Install now* (Figure 7). Depending on the size of the update, it can take a few minutes to up to an hour to complete the update.

Once the update is installed, the Android tablet will restart and complete the update. It is critical the tablet does not lose power at this point. If the battery of the tablet drains completely, it is possible the tablet will become useless and need a factory reset. If this happens, contact TAC.



**Figure 7.** *Install now.*

## Warranty

|                          |  |              |       |
|--------------------------|--|--------------|-------|
| <b>Claim Type:</b>       | 12i  |              |       |
| <b>Service Number:</b>   | 9104   |              |       |
| <b>Damage Code:</b>      | 0039   |              |       |
| <b>Labor Operations:</b> | Update software of two RSE tablets   | 9104 9999    | 25 TU |
| <b>Diagnostic Time:</b>  | GFF  | No allowance | 0 TU  |
|                          | Road test prior to service procedure   | No allowance | 0 TU  |
|                          | Road test after service procedure  | No allowance | 0 TU  |
|                          | Technical diagnosis at dealer's discretion<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details) |              |       |
| <b>Claim Comment:</b>    | As per TSB #2043660/1  |              |       |

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 (2043660) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.