

Technical Service Bulletin



90 Complaints about Audi virtual cockpit

91 16 46 2044651/1 June 23, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	000001 - 055180	Audi virtual cockpit
Q7	2017	000001 - 007430	Audi virtual cockpit

Condition

One of the following complaints about the Audi virtual cockpit is present:

- Sporadic or permanent failure of the screen. The coolant temperature gauge, the fuel gauge and the warning lamps work. A DTC for "optical data bus, interruption, sporadic" is logged in other control units of the MOST bus.
- The message "Problem! Warning lamps restricted. Please go to workshop! " is displayed and a DTC for "control unit faulty, static" is logged.
- Black and white horizontal stripes across the complete screen.

Technical Background

Software deviation.

Production Solution

Optimized software.

Service

Note:

The software of the Audi virtual cockpit must be updated with an SD card (part number 8S0906961H for Q7 and 8S0906961J for A4), which should be ordered in advance.

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.

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! Note:

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 MMI screen. Note that the tester must remain hardwired to the vehicle during the update.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q7	4M0920790	0262	4M0920790	0274	FPKWW274Q7
Q7	4M0920890	0262	4M0920890	0274	FPKWW274Q7
Q7	4M0920790A	0262	4M0920790A	0274	FPKWW274Q7
Q7	4M0920890A	0262	4M0920890A	0274	FPKWW274Q7
A4	8W5920790	0267	8W5920790	0275	FPKWW275B9
A4	8W5920790B	0267	8W5920790B	0275	FPKWW275B9
A4	8W5920890	0267	8W5920890	0275	FPKWW275B9
A4	8W5920890B	0267	8W5920890B	0275	FPKWW275B9

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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 50 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 (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2044651/1		

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

Part Number	Part Description	Quantity
8S0906961H	SD card for Q7 software update	1 per dealer
8S0906961J	SD card for A4 software update	1 per dealer

Additional Information

All parts and service references provided in this TSB (2044651) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.