



Technical Service Bulletin

90 Instrument cluster: trip recorder, short, and long-term memory in on-board computer intermittently reset

90 18 93 2051735/1 July 6, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2017 - 2018	All	With multifunction display/trip computer

Condition

Customer states:

- The trip recorder, short, and long-term memory in the on-board computer of the instrument cluster will intermittently reset.

Technical Background

A software issue in the instrument cluster causes it to sporadically lose trip recorder data.

Production Solution

New software in the instrument cluster control module, J285 (address word 0017) addresses the condition.

Service

SVM Update Instructions:

Vehicles with MIB2 High (PR number 7UG):

1. Follow all instructions in TSB 2047812: *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
2. Update the instrument cluster control module, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary (see "Vehicles without navigation system High (without PR number 7UG)").
3. Start the update on the workshop tester by selecting Update and entering the specified SVM code. Please reference TSB 2011732, *00 Software Version Management (SVM), operating instructions* for further instruction on SVM updates.



Technical Service Bulletin

4. **A.** If the message: "...please insert the Update CD with following part number ..." appears, insert the specified SD card into the infotainment control unit (Figure 1). The infotainment control unit is located in the center console.



Figure 1. Infotainment control unit (example) position of the SD card for the update.

4. **B.** If the message: "...hold the vehicle key on the transponder..." appears, hold the vehicle key fully on the provided mark of the center console (Figure 2), until the update starts in the instrument cluster and keep the key in this position until the update is completed.



Figure 2. Center console with a location for the vehicle key (example).



Tip: It is recommended to affix the vehicle key in this position with an adhesive tape that can be removed without leaving any residue.

Vehicles without navigation system High (without PR number 7UG):

1. Follow all instructions in TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
2. Update the instrument cluster control module, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:



Technical Service Bulletin

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A6/A7	*	*	*	0233	TPKWW233C7

3. If the message: "...hold the vehicle key on the transponder..." appears, see Step 4. B and the tip above.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on diagnostic protocol (Max 100 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2051735/1		

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.



Technical Service Bulletin

Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!

Part Number	Part Description	Quantity
4G0906961M	Update SD Card (only for vehicles with Navigation)	01

Additional Information

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

- TSB 2047812, *00 SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (2051735) are subject to change and/or removal. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2018 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.