



Technical Service Bulletin

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

90 18 99 2051735/2 September 19, 2018. Supersedes Technical Service Bulletin Group 90 number 18-93 dated July 6, 2018 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated instructions) Revised <i>Required Parts and Tools</i> (Removed table) Revised <i>Additional Information</i> (Removed SD Update instructions)
1	07/06/2018	Initial publication

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.



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Service

SVM Update Instructions:

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

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

2. When the message: "...hold the vehicle key on the transponder..." appears, hold the vehicle key fully on the provided mark of the center console (Figure 1), until the update starts in the instrument cluster and keep the key in this position until the update is completed.



Figure 1. 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.



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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 #2051735/2		

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

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 (2051735) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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