

90 Sporadic failure of Audi virtual cockpit

90 19 13 2054517/1 April 2, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017	000001 - 045840	Audi virtual cockpit
TT	2017	000001 – 015322 And 900001 - 915322	Audi virtual cockpit
R8	2017	900001- 904545	Audi virtual cockpit
A3, A4, A5, and Q5	2017	All	Audi virtual cockpit

Condition

Customer states:

- There is a sporadic failure of the Audi virtual cockpit for several seconds. The bar graph of the fuel gauge and coolant display do not work. In some cases, the warning lamps of the bar in the upper part of the Audi virtual cockpit can be on (Figure 1).
- Sometimes the MMI screen fails and is restarted at the same time.



Figure 1. The warning lamps are on.

Technical Background

The software needs to be updated.

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Production Solution

New software for the Audi virtual cockpit.

Service



The software of the Audi virtual cockpit must be updated with an SD card, which should be downloaded, or 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 0017), using the SVM action code as listed in the table below, if necessary.



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. The tester **must** remain hardwired to the vehicle during the update.

Model	SD card	SVM code	New Software Version (or higher)
Q7	8S0906961AJ	FPKWW310Q7	0310
R8	8S0906961AF	FPKWW253R8	0253
A4/A5/Q5	8S0906961AG	FPKWW313B9	0313
A3/Q2	8S0906961AH	FPKWW047A3Q2	0047
тт	8S0906961AE	FPKWW296TT	0296

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Warranty

Claim Type:	• 110 up to 48 Months/50 000 Miles				
	 G10 for CPO Covered Vehicles – Verify Owner 				
	• GTUTULEFO COVERED VEHICLES - VEHILY OWHER.				
	 If the 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 the service procedure	No allowance	0 TU		
	Road test after the service procedure	No allowance	0 TU		
Claim Comment:	As per TSB #2054517/1				

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
Q7	8S0906961AJ	01 (Shop tool)
R8	8S0906961AF	01 (Shop tool)
A4/A5/Q5	8S0906961AG	01 (Shop tool)
A3	8S0906961AH	01 (Shop tool)
тт	8S0906961AE	01 (Shop tool)

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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 (2054517) 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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