Technical Service Bulletin

90 Customer concerns about Audi virtual cockpit

90 19 21 2044651/4 July 3, 2019. Supersedes Technical Service Bulletin Group 90 number 17-89 dated December 18, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	A000001 – A055180 Or N000001 – N020000	Audi virtual cockpit
Q7	2017	000001 - 007430	Audi virtual cockpit

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
4	-	Revised header (Corrected Elsa display issue) Revised *Service* (Updated TSB reference)
3	12/18/2017	Revised header (Corrected Elsa display issue)
2	09/16/2016	Revised *Condition* (Added more concerns) Revised *Service* (Updated SD card part number, SVM code, and chart)

One of the following concerns 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 modules 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.

- If the knob for the instrument lighting (below the light switch) is set to a very low brightness or all the way down, the MMI screen can flicker. This is particularly noticeable in navigation operation.

- The mileage shown in the long-term memory of the onboard computer is higher than the overall mileage shown on the odometer.

- After switching on the ignition "Tyre pressure: problem!" appears.

- After switching on the ignition for about 5 seconds the message "Vehicle lights: problem! Please go to the workshop" appears although the lights are operating correctly.

Technical Service Bulletin

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 8S0906961Q for Q7 and 8S0906961N for A4), which should be ordered in advance.

SVM Update Instructions

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.

⚠️ **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. The tester <u>must</u> 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	≤ 0274	4M0920790	0280	FPKWW280Q7
Q7	4M0920890	≤ 0274	4M0920890	0280	FPKWW280Q7
Q7	4M0920790A	≤ 0274	4M0920790A	0280	FPKWW280Q7
Q7	4M0920890A	≤ 0274	4M0920890A	0280	FPKWW280Q7
A4	8W5920790	≤ 0275	8W5920790	0281	FPKWW281B9
A4	8W5920790B	≤ 0275	8W5920790B	0281	FPKWW281B9

Technical Service Bulletin

A4	8W5920890	≤ 0275	8W5920890	0281	FPKWW281B9
A4	8W5920890B	≤ 0275	8W5920890B	0281	FPKWW281B9

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles.		
	• G10 for CPO Covered Vehicles – Verify Owner.		
	• If the 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 the diagnostic protocol (Max 50 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 #2044651/4		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	**Part Description**	**Quantity**
8S0906961Q	SD card for Q7 software update	01 (Shop tool)
8S0906961N	SD card for A4 software update	01 (Shop tool)
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA

Technical Service Bulletin

Additional Information

The following Technical Service Bulletin(s) 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.*

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.