



# Technical Service Bulletin

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## 90 Instrument cluster digital speed display is shown off-center

90 19 32 2057479/1 November 26, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q8	2019	All	With virtual cockpit

## Condition

### Customer states:

- The digital speed display in the Audi virtual cockpit is shown off-center to the right (Figure 1).



*Figure 1. Off-center speed display in the Audi virtual cockpit.*

## Technical Background

The software of the instrument cluster needs to be updated.

## Production Solution

New software in the instrument cluster, J285 (address word 0017) addressed the condition.



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## Service

### Update Procedure

1. If necessary order the SD card **8S0 906 961 AQ** in advance or copy the software to an SD card with SD Creator.
2. Start the update on the workshop tester by selecting an update and entering the specified SVM code.

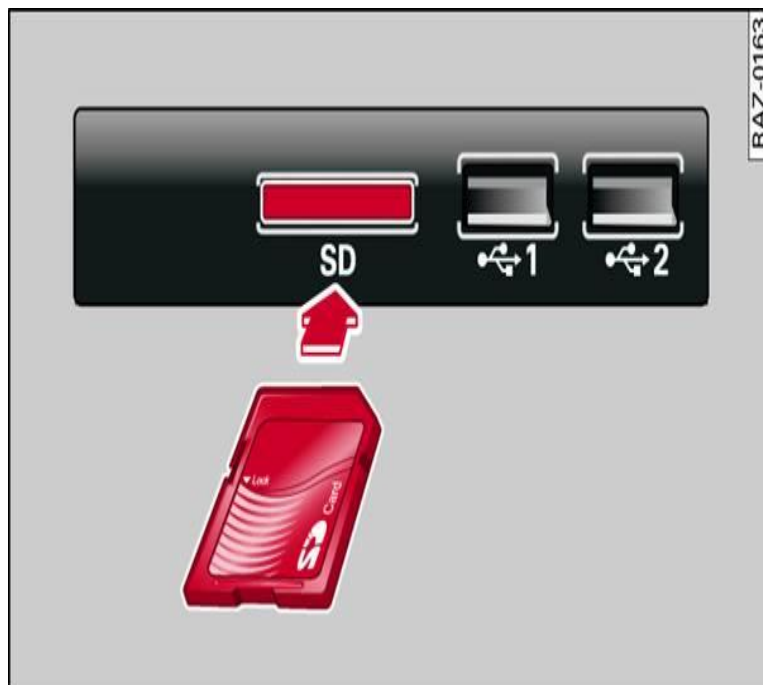
### 3. SVM Update Instructions

Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

Update the instrument cluster, J285 (address word 0017) using the SVM action code as listed in the table below according to the instructions listed below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q8	4K0920790C 4K0920890C	0153	4K0920790C 4K0920890C	0154	<b>FPKWW154D5</b>

4. When the message: "...please insert the update SD card with following part number ..." is shown, insert the specified SD card into the slot (Figure 2). The SD card slot is in the storage compartment under the center armrest.





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**Figure 2.** SD card slot position of the SD card for the update.

- When the message: "...hold the vehicle key on the transponder..." is shown, place the vehicle's key on the mark in the cup holder in the center console (Figure 3). Keep the key in this position until the update is completed.



**Figure 3.** Center console in Q8 with a mark for the vehicle key.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>110 up to 48 Months/50,000 Miles.</li> <li>G10 for CPO Covered Vehicles – Verify Owner.</li> <li>If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 75 TU)
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB #2057479/1		

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.



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## Required Parts and Tools

Model	SD Card	Quantity
Q8	8S0906961AQ	01 (Shop tool)

## Additional Information

The following Technical Service Bulletin(s) 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 (2057479) 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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