



# Technical Service Bulletin

## 90 Instrument cluster center display area in the Audi virtual cockpit is black

90 19 33 2057482/1 November 26, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019	all	Audi virtual cockpit

## Condition

### Customer states:

- The central display area in the Audi virtual cockpit is black and does not show the expected tab (Figure 1). It is irrelevant which tab the Audi virtual cockpit currently displays (on-board computer, infotainment, phone or navigation).
- The speedometer and tachometer are always visible in every tab.



**Figure 1.** Central display area in the Audi virtual cockpit is black.

## Technical Background

The software in 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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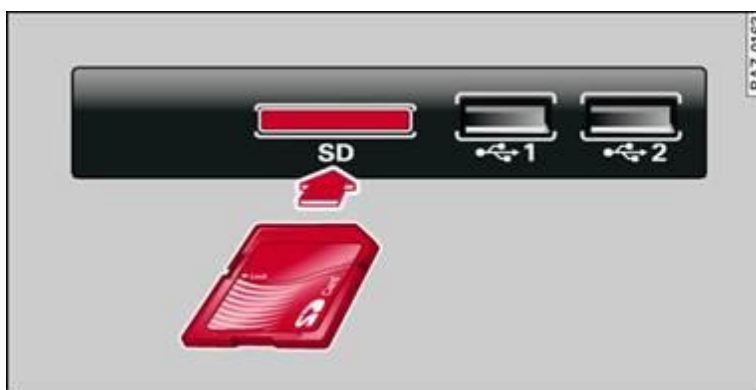
## Service

### Update Procedure

1. If necessary order the SD card **8S0 906 961 AQ** in advance or copy the software to a SD card with SD Creator.
2. Start the update on the workshop tester by selecting 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
A6, A7, A8, and 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.



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



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5. 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.





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**Figure 4.** Center console in the A6 and A7 with a mark for the vehicle key.



**Figure 5.** Center console in A8 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 #2057482/1		

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
A6, A7, A8, and 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 (2057482) 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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