Technical Service Bulletin

90 Instrument cluster: the right databox above the speedometer stays empty

90 20 40 2058749/1 March 3, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q7, and Q8	2020	All	Audi virtual cockpit (plus)

Condition

Customer states:

- The small databox on the right side of the Audi virtual cockpit above the speedometer remains empty despite an active route guidance (Figure 1).

Figure 1. *Databox is empty during active route guidance.*

Technical Background

A software bug in the Audi virtual cockpit can cause the box to remain empty.

Production Solution

New software introduced in series production.

Technical Service Bulletin

Service

SVM Update Instructions

1. Follow all instructions in TSB 2056558: *MIB2+: Software Update Instructions.*

Tip: The vehicle key has to be located above the key reader area for the duration of this update.

2. Update the instrument cluster control module, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SD Card	SVM Code Input
A6, A7, A8, Q7, and Q8	4K0920790B 4K0920794B 4K0920890B 4K0920894B 4K0920790B 4K0920794B 4K0920890B 4K0920894B	0207 0208 0209 0210	4K0920790B 4K0920794B 4K0920890B 4K0920894B 4K0920790B 4K0920794B 4K0920890B 4K0920894B	0211	4K0906961AG	FPKWW0211

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		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic

Technical Service Bulletin

			protocol (Max 75 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 #2058749/1		

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

Model	SD Card	Quantity
4K0906961AG	SD Update Medium	01 (Shop tool)

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2056558, *MIB2+: Software Update Instructions.*

All part and service references provided in this TSB (2058749) 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.