Technical Service Bulletin

90 Audi virtual cockpit center display is black

90 20 47 2059568/1 May 20, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019	All	Audi virtual cockpit plus
Q3	2020	000001 - 000731	Audi virtual cockpit plus

Condition

Customer states:

- The center display in the Audi virtual cockpit is black and does not show the expected tab (Figure 1). It is not relevant which tab the Audi virtual cockpit currently displays (on-board computer, infotainment, phone, and navigation).

Figure 1. The center display in Audi virtual cockpit is black.

Workshop findings:

- After switching the ignition off and on the central display area is correct again.

⚠️ **Note:**

The display of the speedometer and the tachometer are always available in each tab.
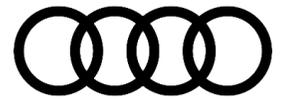
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Technical Background

A software bug can cause the center display to sometimes become black.

Production Solution

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

Service

This TSB replaces Pending Service Solution (PSS) TSB 2057082: *PSS 90 Instrument cluster: center display is black* for vehicles with PR Code 7UG.

SVM Update Instructions:

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions* and TSB 2047812: *00 SD Creator: how to set up 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 and instructions as listed in the table below:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SD Card	SVM Code Input
Q3	83A920890 83A920790 83A920790A	0030 0042 0044	83A920890 83A920790 83A920790A	0045	83A906961A	FPKWW0045

3. Before starting the update the steering column must be completely pulled out. This allows the full access to the key reader coil on the right side of the steering column. This is necessary as the vehicle key must be placed on the reader coil in the steering column during the update.

4. Start the update on the workshop tester by selecting update and entering the specified SVM code.

5. If the message: "…please insert the Update CD with following part number …" appears, insert the specified SD card into the infotainment control module (Figure 2). The infotainment control module is located in the glove compartment. Follow the instructions from the tester.

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Figure 2. An infotainment control module (example).

6. If the message: "…hold the vehicle key on the transponder…" appears, hold the vehicle key to the marked location on the steering column (Figure 3) until the update is completed.

 Tip: It is recommended to affix the vehicle key in this position with an adhesive tape that can be removed without leaving any residue.

Figure 3. A steering column with mark for the vehicle key.

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 protocol (Max 75 TU)
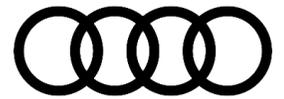
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Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2059568/1		

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
Q3	83A906961A	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.*

- TSB 2047812, *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (2059568) 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.