Technical Service Bulletin

90 Instrument cluster layout of the Audio virtual cockpit plus cannot be changed

90 20 57 2060195/1 July 15, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro	2019 - 2020	All	Audi virtual cockpit plus

Condition

Customer states:

- The layout of the Audi virtual cockpit plus cannot be changed as described in the owner's manual.

Workshop findings:

- The options on the MMI start screen *(SETTINGS → Display & Brightness → Virtual Cockpit)* are shown, but cannot be activated.

Technical Background

Software malfunction of the Audi virtual cockpit.

Production Solution

New software in the Audi virtual cockpit control module, J285 (address word 0017) addressed the condition.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2056558: *91 MIB2+: Software Update Instructions.*

2. Update the Audi virtual cockpit control module, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:
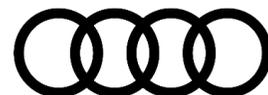
Technical Service Bulletin

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SD-Card	SVM Code Input
Audi e-tron quattro	4KE920795A 4KE920795B	0031 0104 0105 0106	4KE920795A 4KE920795B	0108	4N0906961AM	FPKWW0211

3. If the message "…hold the vehicle key on the transponder…" appears, place the vehicle key fully on the provided mark of the center console (Figure 1), until the update starts in the Audi virtual cockpit plus.

   Keep the key in this position until the update is completed.

Figure 1. Center console in the Audi e-tron quattro with a mark for the vehicle key (example).

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
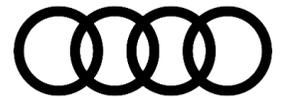
Technical Service Bulletin

			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 #2060195/1		

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
Audi e-tron quattro	4N0906961AM	01 (Shop tool)

Additional Information

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

- TSB 2056558, *91 MIB2+: Software Update Instructions.*

All part and service references provided in this TSB (2060195) 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.