

# Technical Service Bulletin

91 Audi Smartphone Interface (ASI): Apple CarPlay or Android Auto display screen intermittently goes blank in FPK

91 20 88 2060264/1 July 22, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8, TT, and TTRS	2018 - 2020	All	Not Applicable

### **Condition**

#### **Customer states:**

- The FPK (Free-Programmable Kombi/Cluster) screen goes blank intermittently when viewing the Audi Smartphone Interface (ASI) screen (Figure 1).
- This can occur while using Apple CarPlay or Android Auto.



Figure 1. FPK screen is blank.

# **Technical Background**

This condition is caused by an MMI software configuration issue. Model Year 2019-2020 vehicles can have this issue with the factory-installed MMI software. Additionally, Model Year 2018 vehicles that received a recent MMI software update could also experience this issue. It's important to note that the issue is intermittent and does not always occur during a drive based on driving conditions. However, for some customers, this issue can occur during each trip each day.

## **Production Solution**

New software in the infotainment system addressed the condition.



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### **Service**

This TSB replaces Pending Service Solution (PSS) TSB 2056232: PSS 91 Audi Smartphone Interface (ASI): Apple CarPlay or Android Auto display screen intermittently goes blank in FPK.

#### **SVM Update Instructions**

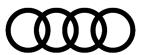
- Follow all instructions in TSB 2047576: 91 MIB2 High Navigation Software Update Instructions (PR Code 7UG).
- 2. Update the infotainment system using the SVM action code and SD-Card as listed in the table below, if necessary:

Model	SD Card	SVM Code Input
TT	4M0906961EK	MHI2US518
R8	4M0906961EL	MHI2US518

### **Warranty**

	I				
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:	9196				
Damage Code:	0039				
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	As per TSB# 2047576		
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 #2060264/1				

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
тт	4M0906961EK	01 (Shop tool)
R8	4M0906961EL	01 (Shop tool)

#### **Additional Information**

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

• TSB 2047576, 91 MIB2 High Navigation Software Update Instructions (PR Code 7UG).

All part and service references provided in this TSB (2060264) 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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