



# Technical Service Bulletin

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

91 20 96 2060264/2 August 21, 2020. Supersedes Technical Service Bulletin Group 91 number 20-88 dated July 22, 2020 for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Corrected Elsa display issue)
1	07/22/2020	Initial publication

### 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



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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.

## 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

1. 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

<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>	9196		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	As per TSB# 2047576
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU



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	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 #2060264/2		

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
TT	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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