



Technical Service Bulletin

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

91 20 48 2060264/3 December 17, 2020. Supersedes Technical Service Bulletin Group 91 number 20-96 dated August 21, 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
3	-	Revised header (Added vehicles)
2	08/21/2020	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



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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.

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

Claim Type:	<ul style="list-style-type: none">• 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



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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 #2060264/3		

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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