



Technical Service Bulletin

90 Instrument cluster map is blank after start-up

90 21 02 2063065/1 May 4, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2017 - 2019	All	Navigation

Condition

Customer states:

- The instrument cluster map display is blank after start-up.

Workshop findings:

- No relevant DTCs** are stored in either the Instrument cluster control module, J285 (address word 0017) or the information electronics control module 1, J794 (address word 005F).

Technical Background

A software bug in the instrument cluster can cause the map not to display if the vehicle is placed in reverse after start-up, then put into park, and the driver's door is opened (Figure 1).



Figure 1. Map section is blank in the instrument cluster display.

Production Solution

Not applicable.



Technical Service Bulletin

Service

Required equipment:

- ODIS Tester.
- SVM code.
- MIB2 High Software update on SD Card (see *Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the MIB2 High infotainment system using either Method 1 or Method 2 according to TSB 2047576: *91 MIB2 High Software Update Instructions (PR Code 7UG)* and use SVM code indicated below:

Vehicle	SD Creator Part number	SVM code
A3	8V0906961AN	MHI2US5512

Method 1: Automated update using ODIS

Method 2: Manual update due to SVM code or Server issues

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	0151 0000	According to 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



Technical Service Bulletin

Claim Comment:	As per TSB #2063065/1
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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

Vehicle	SD Creator Part number	Quantity
A3	8V0906961AN	01 (Shop supply)

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
- TSB 2047576, *91 MIB2 High Software Update Instructions (PR Code 7UG)*.

All part and service references provided in this TSB (2063065) 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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