

Technical Service Bulletin

90 Head-up display (HUD) does not work and an audible humming noise is heard on start-up

90 21 25 2064988/1 November 22, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron GT, Audi RS e-tron GT	2022	All	Head-up display (HUD)

Condition

Customer states:

- The head-up display (HUD) makes a humming noise for approximately 4 seconds after the ignition is turned on.
- The projected image on the windshield might not be visible or not at the expected location.

Workshop findings:

- The image can be seen when looking into the HUD from above.

Technical Background

There is a software bug in the HUD.

Production Solution

Software 0101 has been released in current series production.

Service

SVM Update Instructions

1. Reset the HUD for approximately 5 minutes by removing and replacing fuse SO4.
2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
3. Update the HUD, J898 (address word 0082) using the SVM action code as listed in the table below, if necessary:



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Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Audi e-tron GT, Audi RS e-tron GT	4J3919617 4J3919618	0037	4J3919617 4J3919618	0101	82A003

Warranty

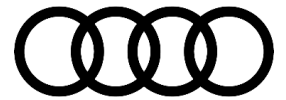
Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9091		
Damage Code:	0040		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Repair control module for the head-up display	9091 4199	20 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 #2064963/1		

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.

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.



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All part and service references provided in this TSB (2064963) 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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