

Technical Service Bulletin



90 Head-up display does not work and/or 12V vehicle battery may be drained

90 23 91 2069055/2 January 9, 2023. Supersedes Technical Service Bulletin Group 90 number 22-89 dated December 22, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, and SQ7	2020 – 2023	All	Head Up Display
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, e-tron quattro, and e-tron Sportback quattro	2021 – 2023		
A7 e quattro	2021 – 2022		
e-tron S quattro, Q8, SQ8, and RS Q8	2022 – 2023		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (updated model year list)
1	12/22/2022	Initial publication

Customer states:

The head-up display cannot be turned on. The message “The selected system is currently unavailable” is displayed periodically on the MMI display.

The 12V vehicle battery may be drained.

Workshop findings:

The following DTC may be stored in the Information Electronics control module –J794- (diag. addr. 005F) with a high-frequency count.

- **DTC U131C00:** Head-up display control module on fiber optic MOST data bus no communication.

Furthermore, the test program “0019 – Read data bus sleep inhibitor” indicates that the head-up display is the cause of the vehicle’s data bus system not entering sleep mode.



Technical Background

A software related issue may cause the head-up display to freeze and keep the vehicle's data-bus system awake.

Production Solution

New software in MY23.

Service

SVM Update Instructions



Always use DoIP when flashing a control module via ODIS in supported vehicles.

To Activate DoIP, select *Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication*

This setting will automatically reset when the diagnostic session is ended.

You can tell if DoIP is active by observing a red LED on the VAS 6154(A)

1. Reset the head-up display for approximately 5 minutes by removing the fuse.
For Audi Q7, Q8 and e-tron, it is fuse SF4
For Audi A6 and A7, it is fuse SG4
2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
3. Update the head-up display control module –J898- (diag. addr. 0082) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A6/A7/Q7/Q8/e-tron				6117	82A004

Update the head-up display (diagnostic address 0082) to **software version 6117** with **SVM code 82A004**.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.
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	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9091		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Repair control unit for 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 2069055/2		

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.

Additional Information

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

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

All part and service references provided in this TSB (**2069055**) 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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