

Technical Service Bulletin

91 SCON: seat operation display error (rear remote control)

91 23 42 2071984/1 November 1, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021	All	Not Applicable
A8, and S8	2021 – 2023		

Condition

Customer states:

- The seat adjustment menu is missing on the rear display and operating unit (Smart Control, or SCON)
- It is not possible to adjust the rear seat via the SCON.
- The complaint can temporarily be remedied by selecting the option to adjust the passenger seat in the MMI.

Workshop findings:

- No relevant DTCs are stored.

Technical Background

A SCON Software issue may cause the menu to not be displayed.

Production Solution

Not applicable.

Service

Required equipment:

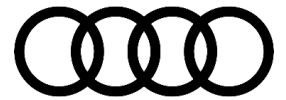
- ODIS Tester.
- SVM code.
- SCON Software update on USB Flash Drive (see *Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 25 minutes (includes 15 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Activate the vehicle's WiFi (*Settings Connection settings Wi-Fi Wi-Fi hotspot settings Activate*)
- Make sure that the SCON is connected (*Settings Connection settings Wi-Fi hotspot SCON*)



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- Update the SCON using Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code **E0A001**.

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

Vehicle	SD Creator Part Number	SVM Code
A8	8W0.906.961.BN	E0A001

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 of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9102		
Damage Code:	0039		
Labor Operations:	Programming display and operating unit	9193 2599	20 TU
	Software Update (Includes checking for DTCs)	0151 0060	Time stated on the diagnostic protocol (Max 50 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 2071984/1		

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.

Required Parts and Tools

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 of any warranty, this Technical Service Bulletin is informational only.		
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Additional Information

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
- TSB 2060523: *91 MIB3 Software Update Instructions.*
- TSB 2047812: *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (2071984) 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. ©2023 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.