



# Technical Service Bulletin

## 90 Audi virtual cockpit: superimposed information on display

90 24 37 2075648/1 October 16, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron, and e-tron Sportback	2023	All	Not Applicable
e-tron GT, and RS e-tron GT	2023 – 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 e-tron Sportback	2024		

### Condition

- In the Audi virtual cockpit, content is displayed in the information line on top of other content.
- The complaint only occurs in classic performance layout (with power meter in center of display). The complaint does not occur in the two other layouts which can be selected.
- In the example photo below, the area affected when the issue occurs in the vehicle functions tab is marked in red.



Figure 1: Red box indicates the affected area.

### Technical Background 1

Software issue in Audi virtual cockpit.

### Production Solution

Optimized software in Audi virtual cockpit introduced in production with model year 2025.



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## Service

This TSB replaces Pending Service Solution (PSS) TSB 2072430: *90 PSS Instrument cluster: Superimposed content in the information display.*

- Update the Audi virtual cockpit J285 (diagnostic address 0017) to software version 0213 using SVM code **17A050**.
  - For this purpose, order the USB stick with part number **8W6 906 961 AA** in advance or download the software onto a USB stick that complies with the USB 2.0 specification using the SD creator and part number **8W6 906 961 AA**.

### CAUTION

**To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable must be unplugged BEFORE the SVM code is entered. Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.**

- Start the update on the workshop tester by selecting “flash” and entering the specified SVM code. When the following (or similar) appears while you are running the program: “... please insert update medium with the following part number...”, insert the USB stick into a USB port in the vehicle which is suitable for data transmission.
- If the message “...Hold the vehicle key to the transponder...” is shown, place the vehicle key so that it makes full surface contact against the marking provided in the center console until the Audi virtual cockpit shows that the update process has started, and keep the key in this position until the update process is completed.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software update	0151 0010	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2075648/1		

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.



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## Required Parts and Tools

Model	SD Card	Quantity
8W6 906 961 AA	SW part number to download form SD creator	01 (Shop tool)

## Additional Information

All part and service references provided in this TSB (**2075648**) 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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