

Technical Service Bulletin

Topic	90 Vehicle presentation in the Audi virtual cockpit shows a different image
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077116/1
Level	EH
Status	Released for publishing
Release date	Mar 6, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument displays	functionality	
information, navigation, communication, entertainment -> instrument cluster, displays, screens	functionality	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> gives incorrect reading	

Vehicle data

Audi Q8 e-tron, Q8 PA, Q7 PA

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4MQ*	2024	A		*	*	*
4MT*	2024	A		*	*	*
GE*	2023	A		*	*	*
GE*	2024	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0017 - Instrument cluster	*	0261	*	*
0017 - Instrument cluster	*	0262	*	*
0017 - Instrument cluster	*	0264	*	*
0017 - Instrument cluster	*	0265	*	*
0017 - Instrument cluster	*	0211	*	*
0017 - Instrument cluster	*	0260	*	*
0017 - Instrument cluster	*	0209	*	*
0017 - Instrument cluster	*	0210	*	*

Documents

Document name
master.xml

Condition

The vehicle presentation in the Audi virtual cockpit shows an incorrect image. This can be recognized by the depicted radiator grille which shows a grille with straight lines rather than a honeycomb grille.

Figure 1 shows the depiction of the radiator grille with lines on the left (red rectangle) as well as the correct depiction of the honeycomb grille on the right (green rectangle).



Figure 1. Radiator grille with lines (left, red rectangle) and honeycomb grille (right, green rectangle).

Technical Background

Software issue in Audi virtual cockpit.

Production Solution

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

Service

This TSB closes PSS 2075754: 90 PSS Vehicle Image in the Audi virtual cockpit shows incorrectly.

Please refer to TSB 2047812 *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer*.



Applies to vehicles with high-voltage components

To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components 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.

Vehicles with software 0209, 0210 or 0211 in the Audi virtual cockpit (diagnostic address 0017)

Update the Audi virtual cockpit 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.

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.

Vehicles with software 0260, 261, 0262, 264 or 0265 in the Audi virtual cockpit (diagnostic address 0017)

Update the Audi virtual cockpit to **software version 0266 using SVM code 17A050**.

For this purpose, order the **USB stick** with **part number 8W6 906 961 AB** 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 AB**.

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

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2077116/1		

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

If necessary, order the required USB stick 8W6 906 961 AA or 8W6 906 961 AB 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 or 8W6 906 961 AB.

Additional Information

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

- TSB 2047812 00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.

All parts and service references provided in this TSB (**2077116**) are subject to change and/or removal.

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