

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020	All	With PR code 8I6 005F – Information Electronics 1 Software version: 36** 3853 4398

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title (Updated verbiage) Revised header (Added SW filter) Revised <i>Service</i> (Updated verbiage throughout)
2	07/24/2023	Revised <i>Service</i> (updated to reflect new software update to fix this issue) Revised <i>Warranty</i> (added warranty table)
1	03/22/2023	Initial publication

Customer states:

The customer states that the following pop-up does not appear (or no longer appears) on the MMI screen when the seat massage function is activated.



The massage function itself is still available. The massage settings can be changed in the corresponding MMI menu.

Workshop findings:

The complaint can be reproduced in the workshop.

Technical Background

Software issue after cluster 35 MMI update on A4/A5 vehicles from model year 2020.

Production Solution

New communication protocol implemented in MY21.

Service

Update the onboard supply control unit (diagnostic address 0009) with the **SVM code 09A058**. Start the update on the workshop tester by selecting “**flash**” and entering the specified SVM code. Follow the instructions on the tester.

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4/A5	8W1907063*	0690	8W1907063*	0692	09A058

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9710		
Damage Code:	0039		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2069596/3		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

There is no reason to replace parts. Unjustified work/replacement parts will be charged back.

Additional Information

All part and service references provided in this TSB (**2069596**) 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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