

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment			
A8, and S8	2021 – 2023	All	PR Code: QW4 00E0 – Auxiliary display/control head			
A8 e quattro	2022		Part number	Software version	Hardware part number	Hardware version
			4N1.035.189.A	0114	4N1.035.189	H31

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated verbiage and work steps) Revised <i>Warranty</i> (Updated labor operations)
1	11/1/2023	Initial publication

Customer states:

There is no seat adjustment menu on the rear display and operating unit (Smart Control, SCON).

This means that it is not possible to adjust the rear seat via the SCON. If the complaint occurs, it can be remedied by selecting the option to adjust the passenger seat from the rear on the MMI.

This issue occurs sporadically.

Workshop findings:

As the complaint only occurs sporadically, it cannot always be reproduced in the workshop. No relevant event memory entries are logged.

Technical Background

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

Production Solution

Not applicable.

Service

Update the software for the SCON.

To do so, please use the update medium with part number **8W0 906 961 BN**.

Use FMC to create the update medium. The update medium cannot be ordered via the parts system.

Establish a Wi-Fi connection between the MMI and the SCON before performing the update: (Settings -> Connection settings -> Wi-Fi -> Wi-Fi hotspot settings -> Activate)

Check whether the SCON is connected: (Settings -> Connected devices -> Wi-Fi hotspot -> SCON)

Connect the update medium to the MMI.

Use the red engineering menu to start the update.

To access the engineering menu, press on top right of upper MMI display J685 for at least 3 seconds with 2 fingers.



Start the update according to the menu navigation.

Quit the red menu after receiving positive feedback.

After a few minutes, the SCON will reconnect to the MMI and a message will appear in the SCON stating that a new software version is available.

Confirm with OK and wait until the procedure is complete.

Once the SCON update has been performed successfully, enter feedback documentation for the software update in ODIS via SVM code.

- Select "flash".
- Select "SVM code input" for feedback documentation
- Perform software update with SVM code E0A001
- When quitting the program, send flash log (online)

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

Warranty

Claim Type:	• 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

Claim Comment:	As per TSB 2071984/2
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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.

Required Parts and Tools

Model	USB Flash Drive	Quantity
A8	8W0906961BN	01 (Shop tool)

Additional Information

Inform the customer that, if non-genuine retro fits or modifications have been carried out on the vehicle by third parties, neither Audi nor your own company will accept liability for any damage that may be caused by updating the software, or by failing to do so. Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file.

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 FMC: how to set up and use the FMC for obtaining vehicle software updates (SD Creator decommissioned)*

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.

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