



Technical Service Bulletin

PSS 91 Audi Smartphone Interface (ASI): Apple CarPlay or Android Auto display screen intermittently goes blank in FPK

91 19 25 2056232/2 December 20, 2019. Supersedes Technical Service Bulletin Group 91 number 19-97 dated October 2, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
TT	2018 – 2020	All	Not Applicable
TTRS	2018 - 2019	900001 - 999999	Not Applicable
TTRS	2020	All	Not Applicable
R8	2018 – 2020	900001 - 999999	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Production Solution</i> (Added estimated release date)
1	10/02/2019	Initial publication

Customer states:

- The FPK (Free-Programmable Kombi/Cluster) screen goes blank intermittently when viewing the Audi Smartphone Interface (ASI) screen (Figure 1). This can occur while using Apple CarPlay or Android Auto.



Figure 1. FPK screen is blank.



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Technical Background

This condition is caused by an MMI software configuration issue. Currently, as solution is being developed. Model Year 2019-2020 vehicles can have this issue with the factory-installed MMI software. Additionally, Model Year 2018 vehicles that received a recent MMI software update could also experience this issue. It's important to note that the issue is intermittent and does not always occur during a drive based on driving conditions. However, for some customers, this issue can occur during each trip each day.

How to reproduce the issue:

- While driving slow in a parking lot, after driving at speed
- When the vehicle slows down below 20mph, such as when approaching stopped traffic at an intersection or in stop-n-go traffic.
- This issue does not occur at speeds above 20mph.
- In some cases, disconnecting and reconnecting the phone does not resolve the issue.
- In some cases, turning off and back on the ASI feature within the Connection Manager does not resolve the issue.

Please see the *Service* section for a temporary workaround.

Production Solution

Service software release due third quarter of 2020.

Service

Please inform the customer that the issue can occur when the vehicle speed drops below 20mph. Add the customer's information into the Pending Service Solution (PSS) system (*AccessAudi.com >> App Links >> Service >> Pending Service Solution (PSS) or <http://www.accessaudi.com/pssjct>*).

Additionally, inform the customer about the following temporary workaround.

1. Have the customer bring the car to a full stop in a safe manner and location.



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2. Ask the customer to press the Park Aid button twice (Figure 2), once to trigger the parking sensors, and once to turn off the parking sensors. The vehicle must be stationary in order to complete this step.



Figure 2. Park Aid button.

3. Then from that point on in the drive, the issue should be resolved until the car is allowed to go to sleep again.

4. Repeat this procedure, whenever it is safe to do so, anytime the ASI screen goes blank during a drive.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

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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