



Technical Service Bulletin

90 Instrument cluster center display area in the Audi virtual cockpit is black

90 20 82 2057482/2 December 9, 2020. Supersedes Technical Service Bulletin Group 90 number 19-33 dated November 26, 2019 for reasons listed below.4

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, S8, and Q8	2019	All	Audi virtual cockpit

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated formatting & updated SVM code) Revised <i>Additional Information</i> (Updated references)
1	11/26/2019	Initial publication

Customer states:

- The central display area in the Audi virtual cockpit is black and does not show the expected tab (Figure 1). It is irrelevant which tab the Audi virtual cockpit currently displays (on-board computer, infotainment, phone or navigation).
- The speedometer and tachometer are always visible in each tab.



Figure 1. Central display area in the Audi virtual cockpit is black.



Technical Service Bulletin

Technical Background

The software in the instrument cluster needs to be updated.

Production Solution

New software in the instrument cluster, J285 (address word 0017) addressed the condition.

Service

Required equipment:

- ODIS Tester.
- SVM code.
- Instrument cluster software update on SD Card (*see Required Parts and Tools* or Download the software from MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Update the instrument cluster using either Method 1 or Method 2 according to TSB 2056558: *91 MIB2+ Software Update Instructions* and use SVM code FPKWW0156.

Method 1: Automated update using ODIS.

Method 2: Manual update due to SVM code or Server issues.

Vehicle	SD Creator Part Number	SVM Code
Q8	4M0906961EN	FPKWW0156

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
Q8	4K0920790C 4K0920890C	0153	4K0920790C 4K0920890C	0156	FPKWW0156



Technical Service Bulletin



Note:

The vehicle's key has to be placed over the reader coil for the duration of the update.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0000	Time stated on the diagnostic protocol (Max 75 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2057479/2		

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

Model	SD Card	Quantity
Q8	4M0906961EN	01 (Shop tool)

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
- TSB 2056558: *91 MIB2+ Software Update Instructions*.



Technical Service Bulletin

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

All part and service references provided in this TSB (2057479) 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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.