Technical Service Bulletin

90 Audi virtual cockpit's display is blank, DTC U10C000 is stored in the information electronics control module

90 21 05 2063106/1 June 10, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5	2020	All	Audi virtual cockpit

Condition

Customer states:

- After opening the driver's door, the Audi virtual cockpit doesn't start up and remains blank (Figure 1).

Figure 1. Audi virtual cockpit is blank.

Workshop findings:

The following DTC may be stored in the information electronics control module, J794 (address word 005F):

- **DTC U10C000** (Control module for instrument panel insert on optical data bus no communication) with symptom code 6696.

Technical Background

A software malfunction in the instrument cluster can cause it to fail to start up.

Production Solution

Optimized software is in series production.

Technical Service Bulletin

Service

Required equipment:

- ODIS Tester.
- SVM code.
- MIB3 Software update on USB flash drive (*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:

- Place the vehicle key over the key reader coil and leave it there until the update is completed (Figure 2).

Figure 2. *Location of the key reader coil.*

- Update the MIB3 infotainment system using either Method 1 or Method 2 according to TSB 2060523: *91 MIB3 Software Update Instructions* and use SVM code FPK2US0067.

Method 1: Automated update using ODIS.

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

Vehicle	SD Creator Part Number	SVM Code
A4, A5	8W6906961L	FPK2US0067

Technical Service Bulletin

Warranty

Claim Type:	• 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 (Includes checking for DTCs)	0151 0000	See TSB #2060523
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 #2063106/1		

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

Model	USB Flash Drive	Quantity
8W6906961L	Software Update	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 2060523, *91 MIB3 Software Update Instructions*

• 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 (2063106) 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.

Technical Service Bulletin