



Technical Service Bulletin

90 Head-up display is inoperative and/or the 12V battery is drained

90 21 15 2064692/1 October 6, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, A6 Avant, S6, RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, Q8, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron sportback	2021 - 2022	All	Head-up display (HUD)
Q7, SQ7	2020 - 2022	All	Head-up display (HUD)

Condition

Customer states:

- The head-up display (HUD) does not turn on. The message “The selected system is currently unavailable” is displayed periodically in the MIB display.
- The vehicle’s 12V battery might be drained.

Workshop findings:

- The test plan “0019 – Read data bus sleep inhibitor” indicates that the HUD prevents the vehicle’s databus system from going to sleep.

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

- **DTC U131C00** (Head-up display control module on fiber optic MOST data bus no communication).

Technical Background

Not applicable.

Production Solution

The issue is under investigation. As soon as further information is known, this TSB will be updated.



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Service

1. Please check the DTC memory in the information electronics control module, J794 (address word 005F) and run the test plan “0019 – Read data bus sleep inhibitor” as described under workshop findings in order to positively identify this TSB’s applicability.



Note:

This TSB only applies if the DTC is entered with a high frequency (>10 information electronics control module, J794 (address word 005F) and the head-up display is logged as a sleep inhibitor.

2. The interim solution is to reset the HUD by removing power to it for approximately five minutes.

For the Audi Q7, Q8, Audi e-tron quattro, and Audi e-tron sportback:

- Remove fuse SF4.

For the Audi A6 and A7:

- Remove fuse SG4.

3. Do *not* replace any components.

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:	9091		
Damage Code:	0040		
Labor Operations:	Repair control unit for head-up display	9091 4199	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 30 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 #2064692/1		



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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.

Additional Information

All part and service references provided in this TSB (2064692) 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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