

Technical Service Bulletin



90 Head-up display does not work and/or 12V vehicle battery may be drained DTC U131C00

90 23 95 2069055/3 January 27, 2023. Supersedes Technical Service Bulletin Group 90 number 23-91 dated January 9, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, and SQ7	2020 – 2022	All	Head-Up Display
A8 e quattro	2021		
A6, A6 allroad, S6, RS 6, A7, A7 e quattro, S7, RS 7, A8, S8, e-tron Sportback quattro, e-tron quattro, Q8, SQ8, and RSQ Q8	2021 - 2022		

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (added A8)
2	01/09/2023	Revised header (updated model year list)
1	12/22/2022	Initial publication

Customer states:

The head-up display cannot be turned on. The message “The selected system is currently unavailable” is displayed periodically on the MMI display.

The 12V vehicle battery may be drained.

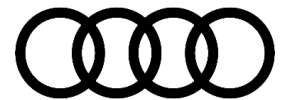
Workshop findings:

The following DTC may be stored in the Information Electronics control module -J794- (address word 005F) with a high-frequency count.

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

Furthermore, the test program “0019 – Read data bus sleep inhibitor” indicates that the head-up display is the cause of the vehicle’s data bus system not entering sleep mode.

Technical Background



A software related issue may cause the head-up display to freeze and keep the vehicle's data-bus system awake.

Production Solution

New software in MY23.

Service

SVM Update Instructions



Always use DoIP when flashing a control module via ODIS in supported vehicles.

To Activate DoIP, select *Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication*

This setting will automatically reset when the diagnostic session is ended.

You can tell if DoIP is active by observing a red LED on the VAS 6154(A)

1. Reset the head-up display for approximately 5 minutes by removing the fuse
For Audi Q7, Q8 and e-tron, it is fuse SF4
For Audi A6 and A7, it is fuse SG4
2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
3. Update the head-up display control module –J898- (address word 0082) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A6/A7/A8/Q7/Q8/e-tron				6117	82A004

Update the head-up display (address word 0082) to **software version 6117** with **SVM code 82A004**.

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 of any warranty, this Technical Service Bulletin is informational only.
--------------------	--

Technical Service Bulletin



Service Number:	9091		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Repair control unit for head-up display	9091 4199	20 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 2069055/2		

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.

Additional Information

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

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (**2069055**) 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.

©2023 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.