

Technical Service Bulletin



90 Instrument cluster, driver information system (DIS) display is blank with white screen

90 13 40 2029781/2 September 9, 2013. Supersedes Technical Service Bulletin Group 90 number 12-30 dated June 26, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4 (Ingolstadt)	2011 - 2012	All	Highline Cluster
A4 (Ingolstadt)	2013	000001-012800	
A4 (Neckarsulm)	2011 - 2012	All	
A4 (Neckarsulm)	2013	000001-000518	
A5	2011	All	
A5	2012	000001-034172	
A5 Cab	2011	All	
A5 Cab	2012	000001-008109	
Audi Q5	2011 - 2012	All	
Audi Q5	2013	000001-000652	

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Warranty</i> (Corrected Labor Operations)
1	6/26/2012	Initial publication

- The driver information system (DIS) display screen is completely blank or appears to be all white (Figure 1).
- The condition is intermittent and the DIS can function normally when the key is cycled off and back on.
- This condition only affects vehicles with the highline instrument cluster (PR No. 9Q7 or 9Q8).



Figure 1. Blank white DIS Screen in the instrument cluster.

Technical Background

The issue is attributed to incorrect software for clusters with the Hitachi display screen.

Production Solution

Optimized software was placed into production starting February 2012.

- Service parts for model year 2011 vehicles with Hitachi screen have improved software version 0261.
- Service parts and model year 2012 and 2013 production vehicles will have improved software 0540 or 0640.

Service

1. Replace the cluster.
2. If the issue is repeatable, attach a photo of the condition to the damaged part or repair order.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Instrument cluster replace (For Q5)	9025 5500	30 TU
	Instrument cluster replace (For A4, A5, A5 Cab)	9025 5500	40 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 75 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2029781/2		

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

Part Number	Part Description	Quantity
See ETKA	Instrument Cluster	1

Additional Information

All parts and service references provided in this TSB (2029781) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.