

Technical Service Bulletin



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

90 14 49 2029781/3 April 28, 2014. Supersedes Technical Service Bulletin Group 90 number 13-40 dated September 9, 2013 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--------------|-------------|--|----------------------------|
| A4 | 2011 - 2012 | All | Highline Cluster |
| A4 | 2013 | A000001 - A012800 N000001 - N000518 | Highline Cluster |
| A5 | 2011 | All | Highline Cluster |
| A5 | 2012 | 000001-034172 | Highline Cluster |
| A5 Cabriolet | 2011 | All | Highline Cluster |
| A5 Cabriolet | 2012 | 000001-008109 | Highline Cluster |
| Audi Q5 | 2011 - 2012 | All | Highline Cluster |
| Audi Q5 | 2013 | 000001-000652 | Highline Cluster |

Condition

| REVISION HISTORY | | |
|------------------|-----------|--|
| Revision | Date | Purpose |
| 3 | - | Revised header data (Corrected Elsa display issue) |
| 2 | 9/9/2013 | Revised <i>Warranty</i> (Corrected Labor Operations) |
| 1 | 6/26/2012 | Initial publication |

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- 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 #2029781/3 | | |

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.