

# Technical Service Bulletin



## 90 Instrument cluster: driver information system or backlighting inoperative

90 16 69 2044859/1 July 15, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	000001 - 009171	Not applicable

## Condition

- One or both of the following conditions is present:
  - The driver information display (DIS) in the instrument cluster is inoperative (Figure 1).
  - The backlighting of one or multiple portions of the instrument cluster is inoperative (Figure 1).
- No DTCs are stored the instrument cluster control module, J285 (address word 17)



**Figure 1.** Example of inoperative driver information display with inoperative backlighting.

## Technical Background

The hardware of the instrument cluster needs to be updated. The updated hardware optimizes the driver information display.

## Production Solution

Improved instrument cluster hardware.

## Service

1. Before proceeding, check the vehicle fault memory in GFF to ensure that no DTCs are stored in the instrument cluster control module, J285 (address word 17). If related DTCs are found, this bulletin does not apply. Diagnose the issue outside of this bulletin.
2. Remove the instrument cluster and check the hardware level (Figure 2):
  - If the hardware level is less than H12, replace the instrument cluster. The replacement instrument cluster must be level H12 or higher.
  - If the hardware level is H12 or higher, this bulletin does not apply. Diagnose the issue outside of this bulletin.



**Figure 2.** Hardware level below H12 (top) must be replaced. Hardware level H12 (bottom) does not need to be replaced.

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## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48/50</li><li>• G10 for CPO covered vehicles - verify owner</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	<b>If hardware level is okay (no replacement):</b>		
	Instrument cluster remove+reinstall	9025 1900	90 TU
	<b>If hardware level is not okay (replacement required):</b>		
	Instrument cluster replace	9025 5500	90 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 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)		
<b>Claim Comment:</b>	As per TSB # 2044859/1		

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

Check ETKA for correct part number. Ensure that the replacement cluster has hardware level H12 or higher.

## Additional Information

All parts and service references provided in this TSB (2044859) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.