



Technical Service Bulletin

PSS 90 Audi Virtual Cockpit center display area is black

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Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019	All	With Audi Virtual Cockpit

Condition

Customer states:

- The central display area in the Audi virtual cockpit is black and does not show the expected tab (Figure 1).
- It is irrelevant which tab the Audi virtual cockpit currently displays (on-board computer, infotainment, phone, navigation, etc.).
- The display of the speedometer and tachometer are always visible in each tab.



Figure 1. Virtual Cockpit with black center screen.

Technical Background

A software malfunction can cause the center display not to be displayed.

Production Solution

Not applicable.



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Service

1. Explain to the customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*), or through the Technical Assistance page in Elsa.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2055885) 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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