



# Technical Service Bulletin

## PSS 90 Instrument cluster: center display is black

90 19 34 2057082/1 November 26, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019	All	Audi virtual cockpit

## Condition

### Customer states:

- The central display area in the Audi virtual cockpit is black and does not show the expected tab, no matter which tab is currently selected (Figure 1).
- The tachometer and speedometer remain visible and operational.



Figure 1. Central display area is blank.

### Workshop findings:

- No relevant DTCs are entered in the vehicle.

## Technical Background

A software malfunction can cause the center display to blank out.

## 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.
  - The new software to resolve this problem is expected to be available by late Q2/2020.
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 (2057082) 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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