Technical Service Bulletin

PSS 90 Instrument cluster: The center display is black

90 20 60 2057082/2 July 15, 2020. Supersedes Technical Service Bulletin Group 90 number 19-34 dated November 26, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019	All	Audi virtual cockpit
Q3	2020	000001 - 000731	Audi virtual cockpit

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Republishing Revised header (Added MY) Revised *Service* (Added estimated software release date)
1	11/26/2019	Initial publication

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.

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Technical Background

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

Production Solution

Not applicable.

Service

1. Explain to the customer that a solution is forthcoming for the 3rd quarter of 2021 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 (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.