



Technical Service Bulletin

PSS 90 Instrument cluster's average long-term energy consumption is implausibly low

90 21 07 2063789/1 June 23, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron quattro, Audi e-tron Sportback	2021 - 2022	All	Not Applicable

Condition

Customer states:

- The average long-term energy consumption displayed in the instrument cluster is implausibly low.
- This occurs after approximately 3000 miles driven.
- If the long-term memory is reset, the energy consumption is displayed correctly until another 3000 miles are driven.

Technical Background

A software malfunction in the instrument cluster causes the displayed values to be inaccurate.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

1. Explain to the customer that a solution is forthcoming for the 2nd quarter of 2022 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.



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Additional Information

All part and service references provided in this TSB (2063789) 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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