



# Technical Service Bulletin

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## 90 Instrument cluster driver information system display is blank

90 21 09 2063913/1 June 30, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Cabriolet, RS 5 Sportback, Q5, SQ5, Q5 PHEV, Q5 Sportback, and SQ5 Sportback	2021	All	Analogue instrument cluster

## Condition

### Customer states:

- The driver information system in the instrument cluster (PR Code 9S7) is blank.
- The speedometer, tachometer and bar graphs showing the fuel level and coolant temperature work normally (Figure 1).



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**Figure 1.** Instrument cluster display is blank.

## Technical Background

There is a hardware defect in the instrument cluster.

## Production Solution

An optimized instrument cluster hardware has been introduced in series production.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the instrument cluster, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:



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Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4/A5	8W5920***K 8W5920***L	0761	8W5920***K 8W5920***L	0762	<b>17A036</b>
Q5	80A920***L	0761	80A920***L	0762	<b>17A036</b>



## Note:

If the update does not run on the first attempt, please try again.

If the update fails for a second time, put the vehicle in bus sleep mode for at least half an hour before attempting the update process again.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 125 TU)
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2063913/1		

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.



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## Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2063913) 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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