

Technical Service Bulletin



90 Instrument cluster: Audi virtual cockpit is blank

90 23 16 2064844/2 March 17, 2023. Supersedes Technical Service Bulletin Group 90 number 21-27 dated November 29, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2023	All	Virtual Cockpit
A7 e quattro	2021 – 2022		
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2023		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (revised model years and filters) Revised <i>service</i> (added production date check) Revised warranty (updated labor ops)
1	11/29/2021	Initial publication

Customer states:

- The Audi virtual cockpit display remains blank when the driver's door is opened and the driver enters the vehicle.



- After the ignition is switched off and back on, the display may return to normal operation, but might also remain blank (Figure 1).



Figure 1. Audi virtual cockpit does not start-up; the screen remains blank (example).

Technical Background

The customer concern may be caused by an intermittent hardware issue in certain Audi virtual cockpit displays.

Production Solution

New hardware implemented into production.

Service

1. Please check the production date of the currently installed instrument cluster.
The production date can be read via ODIS:
Self-diagnosis → *Address: 0017* *System name: 0017 – Instrument cluster* → *Identification:* → *Production date*
2. Please add a note in the claim comments if the production date is on or after Feb 8th 2023.
3. Please replace the Audi virtual cockpit according to the instruction in the Elsa Repair Manual.

NOTICE

Replacement parts can be used regardless of their production dates.



Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations
	Self-diagnosis: read out DTCs (production date)	0129 0050	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2064844/2		

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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Instrument Cluster	01

Additional Information



All part and service references provided in this TSB (**2064844**) 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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