

Technical Service Bulletin



90 Instrument cluster driver information system display is blank

90 23 27 2063913/4 June 7, 2023. Supersedes Technical Service Bulletin Group 90 number 21-16 dated October 13, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, and S4	2021	Ingolstadt: 000001 – 062322 Neckarsulm: 000001 – 012657	Analog Instrument Cluster
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2021	Ingolstadt: 000001 – 045240 Neckarsulm: 000001 – 005166	

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (removed Q5, added VIN ranges for A4 and A5)
3	10/13/2021	Revised <i>Service</i> (Updated Note regarding attempts needed) Revised <i>Warranty</i> (Updated TU)
2	07/26/2021	Revised header (Corrected Elsa display issue)

Customer states:

- The driver information system (DIS) 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).

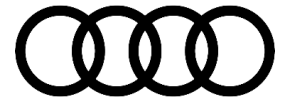


Figure 1. Instrument cluster display is blank.

Technical Background

There is a hardware defect in the instrument cluster.

Production Solution

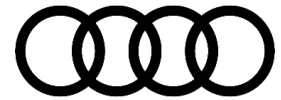
An optimized instrument cluster hardware has been introduced in series production.

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 0759	8W5920***K 8W5920***L	0762	17A036



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.

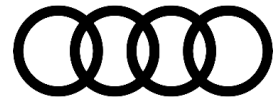
The update can take multiple attempts. Please attempt the update **up to 12 times** before replacing parts. If an improvement to the update is available, this TSB will be updated.

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:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 200 TU)
Diagnostic Time:	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
Claim Comment:	As per TSB 2063913/4		

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.

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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