



# Technical Service Bulletin

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## 90 Instrument cluster driver information system display is blank

90 23 33 2063913/5 July 25, 2023. Supersedes Technical Service Bulletin Group 90 number 23-27 dated June 7, 2023 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
A4 allroad	2021	000001 – 062322	
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2021	Ingolstadt: 000001 – 045240 Neckarsulm: 000001 – 005166	

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Updated TU) Revised <i>Service</i> (Updated instructions) Revised header (added A4 allroad)
4	7/7/2023	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)

### 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).



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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:

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
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A4/A5	8W5920***K 8W5920***L	0761 0759	8W5920***K 8W5920***L	0762	<b>17A036</b>
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**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.
- If the update is aborted again, select “2. Cancel coding of the following control module and complete any repair suggestions: 00174 – dash panel insert” after receiving the message “The following event has occurred: The coding of the following control module could not be performed: 0017 – dash panel insert”. Follow the instructions on the tester.

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

<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 200 TU)
	Initiate bus sleep mode (if needed)	0689 1099	10 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 2063913/4		

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.



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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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