



Technical Service Bulletin

90 PSS Instrument cluster status field in driver information system is empty

90 23 43 2070448/2 October 2, 2023. Supersedes Technical Service Bulletin Group 90 number 23-42 dated May 22, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, and Q5 e quattro	2022 – 2023	All	Analog Instrument Cluster

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Extended expected SW solution date)
1	05/21/2023	Initial publication

This bulletin applies to A5/S5, and Q5 e quattro Model Years 2022-2023.

In the driver information system on the instrument cluster, content is not shown for any of the tabs (Vehicle functions, Driver messages, Radio, Media, Phone, Navigation); this issue occurs very sporadically. The area affected when the issue occurs is marked as shown (Figure 1).



Figure 1: Driver information system is blank.



NOTICE



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The concern is resolved after a bus sleep cycle. To perform a sleep bus cycle, turn off the ignition, lock the vehicle, and let the vehicle sit undisturbed for 10 minutes, then turn the ignition back on and check the condition again.

Technical Background

Software issue in the instrument cluster.

Production Solution

Change of supplier for model year 2024.

Service

Explain to the customer that a solution is expected to be available by the end of the 1st quarter of 2024 (subject to change) 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.

Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2070448**) 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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