



# Technical Service Bulletin

## 90 Instrument cluster: Audi virtual cockpit remains blank at startup

90 24 02 2064844/3 June 5, 2024. Supersedes Technical Service Bulletin Group 90 number 23-16 dated March 17, 2023 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, e-tron Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2023		
A3, S3, RS 3, e-tron GT, and RS e-tron	2021 - 2024		
Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2024 - 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Updated production date path) Revised <i>Warranty</i> (Updated warranty table)
2	03/17/2023	Revised header (revised model years and filters) Revised <i>Service</i> (added production date check) Revised <i>Warranty</i> (updated labor ops)
1	11/29/2021	Initial publication

Customer states:



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- 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. In your warranty claim notes document the production date of the instrument cluster. To do so:
  - a. Using Self Diagnosis: Select diagnostic address 17.
  - b. Use the control module OBD drop down and select "Identification".
  - c. Click "show expanded identification".
  - d. Expand the "Fazit identification" and document "Day of manufacture"
2. Replace the Audi Virtual Cockpit -J285- according to the instructions of the ELSA repair manual.



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## 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>	0040		
<b>Labor Operations:</b>	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations
	Self-diagnosis (Document production date)	0129 0050	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	0150 0060	Time stated on the diagnostic protocol (Max 100 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 2064844/3		

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



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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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