



# Technical Service Bulletin

**90 Instrument Cluster: cluster is blank when the vehicle is started. The LED bar graphs are lit.**

90 24 26 2069054/2 September 6, 2024. Supersedes Technical Service Bulletin Group 90 number 22-88 dated December 22, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2018 – 2022	All	Virtual Cockpit
Q5 e quattro	2020 – 2022		
Q5 Sportback, and SQ5 Sportback	2021 – 2022		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Updated model info) Revised <i>Service</i> (Updated service instructions) Revised <i>Warranty</i> (Updated warranty table)
1	12/22/2022	Initial publication

### Customer states:

- The instrument cluster (Audi Virtual Cockpit) display is blank when the vehicle is started.
- The bar graphs displaying the fuel level and coolant temperature work as expected.

### Workshop findings:

- No relevant DTC is entered in the vehicle.

## Technical Background 1

A hardware-related issue in the Audi Virtual Cockpit.

## Production Solution

Optimized hardware implemented with instrument clusters produced as of 11/10/2021.



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## Service

Read out the production date of the instrument cluster using Self Diagnosis.

1. To do so:
  - a. Select diagnostic address 17.
  - b. Use the control module OBD drop down and select Identification.
  - c. Click “show expanded identification”.
2. Expand the “Fazit identification” and document “Day of manufacture”.
3. If the date of manufacture is **BEFORE** 11/10/2021 this TSB applies and the Audi Virtual Cockpit -J285- must be replaced.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• If the vehicle is outside of 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>	Self-diagnosis	0129 00XX	See SRT with associated operations
	Replace instrument cluster	9025 5500	See SRT with associated operations
	Charge battery	2706 8950	See SRT with associated operations
	GFF	0150 0000	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2069054/2		

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



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See ETKA	Instrument Cluster	01
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## Additional Information

All parts and service references provided in this TSB (2069054) are subject to change and/or removal.

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