



Technical Service Bulletin

PSS 90 Instrument cluster map is blank after start-up

90 19 31 2054351/3 October 29, 2019. Supersedes Technical Service Bulletin Group 90 number 19-14 dated April 11, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 e-tron	2017 - 2018	All	MIB2 High Navigation
A3, A3 Cabriolet, and RS3	2017 - 2019	All	MIB2 High Navigation

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Corrected Elsa display issues)
2	04/11/2019	Revised header (Corrected Elsa display issues)
1	03/26/2019	Initial publication

Customer states:

- The instrument cluster map display is blank after start-up.

Workshop findings:

- No relevant DTCs** are stored in either the Instrument cluster control module, J285 (address word 0017) or the information electronics control module 1, J794 (address word 005F).

Technical Background

A software bug in the instrument cluster can cause the map not to display if the vehicle is placed in reverse after start-up, then put into park, and the driver's door is opened (Figure 1).



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Figure 1. Map section is blank in the instrument cluster display.

Production Solution

Not applicable.

Service

1. Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is forthcoming and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. **Condition verification procedure:**
 - Check/ask the customer if the map is/was visible in the middle of the speedometer when displayed with big tachometer/speedometer tubes.
 - If so, please follow TSB 2052820: *91 Audi virtual cockpit map section displayed inside the speedometer.*
4. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance Page in Elsa.



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Warranty

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

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2052820, *91 Audi virtual cockpit map section displayed inside the speedometer.*

All parts and service references provided in this TSB (2054351) 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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