



# Technical Service Bulletin

## 90 Instrument cluster: Audi virtual cockpit is blank

90 21 27 2064844/1 November 29, 2021.

| Model(s)   | Year        | VIN Range | Vehicle-Specific Equipment |
|--|-------------|-----------|----------------------------|
| A4, S4, A4 allroad, A5, A5 Cabriolet, A5 sportback, S5, S5 Cabriolet, and S5 sportback   | 2020 - 2022 | All       | Audi virtual cockpit Gen2+ |
| A6, A6 allroad, A6 Avant, S6, RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, A8, S8, A8 PHEV, Q5, SQ5, Q5 PHEV, Q5 sportback, SQ5 sportback, Q7, SQ7, Q8, SQ8, RS Q8, RS 5, RS 5 Cabriolet, RS 5 sportback, Audi e-tron quattro, and Audi e-tron sportback quattro | 2021 - 2022 | All       | Audi virtual cockpit Gen2+ |
| Audi e-tron GT, Audi RS e-tron GT  | 2022        | All       | Audi virtual cockpit Gen2+ |

## Condition

### Customer states:

- The Audi virtual cockpit display remains blank when the driver's door is opened and the driver enters the vehicle.



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- 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. Please replace the Audi virtual cockpit according to the instruction in the Elsa Repair Manual.

## 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> |
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|                          |  |              |  |
|--------------------------|--|--------------|--|
| <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                 |
| <b>Diagnostic Time:</b>  | GFF  | 0150 0000    | Time stated on the diagnostic protocol (Max 10 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 #2064844/1                        |              |  |

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

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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