

Technical Service Bulletin



90 Instrument Cluster: cluster is blank when the vehicle is started. The LED bar graphs are lit.
90 22 88 2069054/1 December 22, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, and SQ5	2018 – 2020	All	Virtual Cockpit Gen1
Q5 e quattro	2020		

Condition

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

A hardware-related issue in the Audi Virtual Cockpit may cause the display to remain blank on startup.

Production Solution

Optimized hardware was introduced.

Service

Please replace the Audi Virtual Cockpit -J285-.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9025
Damage Code:	0040



Labor Operations:	Replace instrument cluster	9025 5500	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	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
Claim Comment:	As per TSB 2069054/1		

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

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