



# Technical Service Bulletin

## 90 Instrument cluster: status display in the driver information system is empty

90 23 60 2072306/1 December 11, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, Q5, Q5 e quattro, Q5 Sportback, SQ5, and SQ5 Sportback	2022 – 2023	All	Analog instrument cluster

## Condition

### Customer states:

Sporadically the content of the status display is not shown for any of the tabs (Vehicle functions, Driver messages, Radio, Media, Phone, Navigation).

**Workshop Findings:** The status display returns after a sleep cycle, no DTC is associated with the blank display (Figure 1).



Figure 1: Status display blank.



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## Technical Background

Software issue in instrument cluster.


## Production Solution

Change of supplier for model year 2024.

## Service

This TSB replaces Pending Service Solution (PSS) TSB 2070448: PSS Instrument cluster status field in driver information system is empty.

### SVM Update Instructions

 <b>NOTICE</b>
<p><b>Always use DoIP when flashing a control module via ODIS in supported vehicles. To Activate DoIP, select Administration&gt;&gt;General&gt;&gt;GFF Process&gt;&gt;DoIP communication&gt;&gt;Only allow DoIP communication. This setting will automatically reset when the diagnostic session is ended. You can tell if DoIP is active by observing a red LED on the VAS 6154(A).</b></p>

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the Instrument cluster J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:

Model	Module SW part number	Old Software version	New Software Version	SVM Code Input
Q5	80A920774K 80A920974K 80A920784K	0933 0937	0939	17A048
A5	8W6920780M, 8W6920781M 8W6920770M, 8W6920771M 8W6920970M, 8W6920971M	0933 0937	0939	

## Warranty

<b>Claim Type:</b>	• 110 Up to 48 Months/50,000 Miles.
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	<ul style="list-style-type: none"><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><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>	0039		
<b>Labor Operations:</b>	Software update	0151 0010	Time stated on the diagnostic protocol (Max 100 TU)
<b>Diagnostic Time:</b>	GFF (Included above)	No allowance	0 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 2072306/1		

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.

## Additional Information

All part and service references provided in this TSB (**2072306**) 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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