



Technical Service Bulletin

90 Audi virtual cockpit: display distorted due to broken screen
90 22 43 2065960/1 January 31, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 Sportback, A5 Cabriolet, S5, S5 Sportback, and S5 Cabriolet	2020	All	Virtual Cockpit
A8, and S8	2021	All	Virtual Cockpit
A4, A4 allroad, S4, A5, A5 Sportback, A5 Cabriolet, S5, S5 Sportback, S5 Cabriolet, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, e-tron quattro, e-tron Sportback quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2023	All	Virtual Cockpit
A3, S3, e-tron GT, and RS e-tron GT	2022 – 2023	All	Virtual Cockpit

Condition



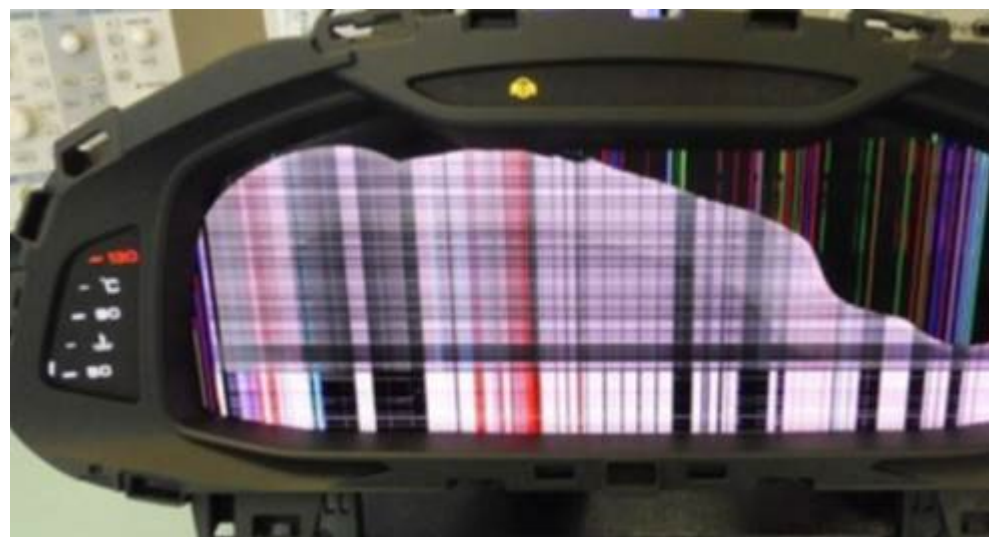
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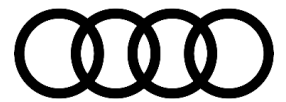
Customer states:

The Audi virtual cockpit display is distorted.

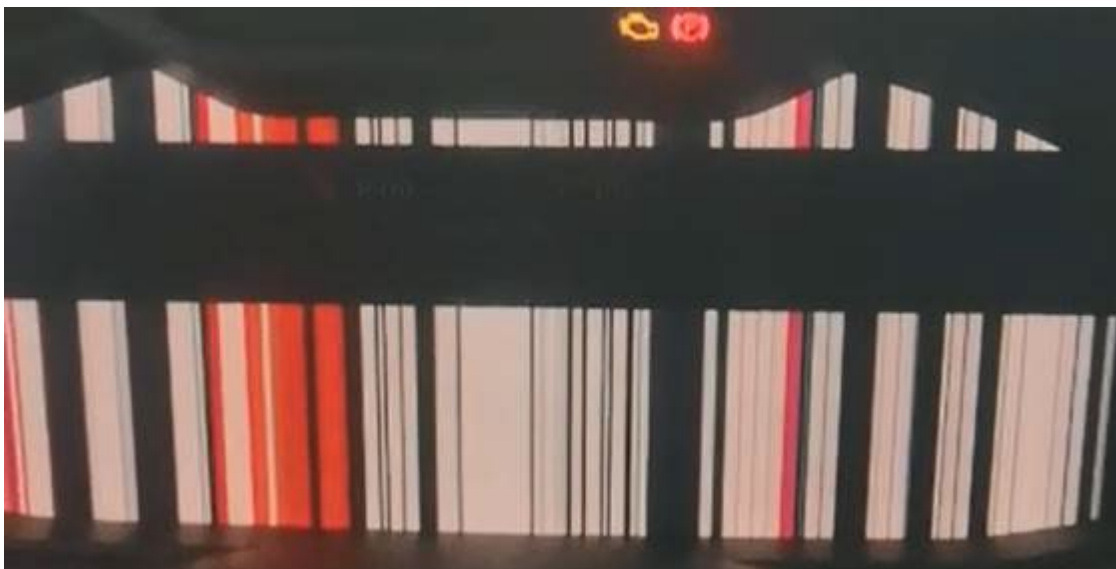
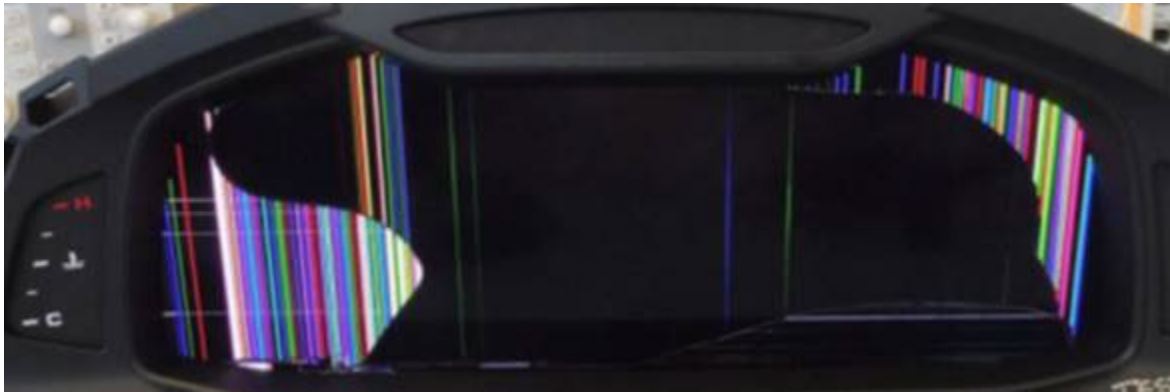
There are cracks in the Audi virtual cockpit display.

The following photos show examples of the complaint:



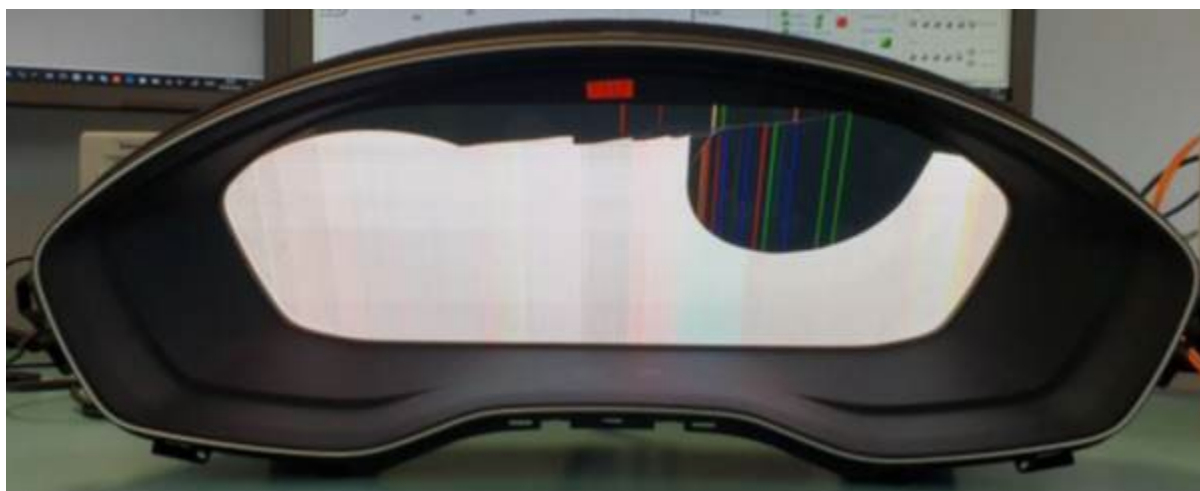


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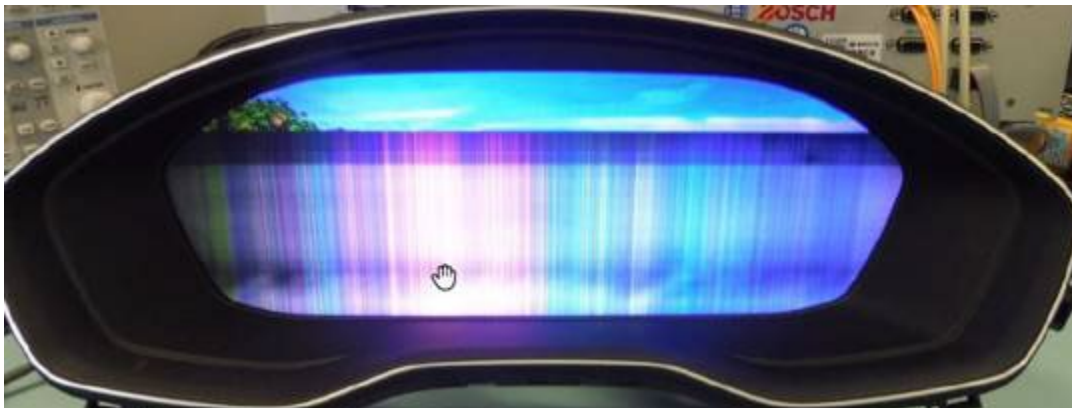


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Technical Background

Extensive analysis has shown that the display layer under the uppermost display film has a crack.

This crack is the result of external force being applied to the display of the Audi virtual cockpit, either directly to the front of the screen, or to the display housing.

While the uppermost display layer, the transparent film, is not broken or cracked, it may show witness marks where the force was applied (e.g. fingerprints, scratches, polishing marks)

The external force which caused the crack and the complaint may have been exerted during improper cleaning of the Audi virtual cockpit, repair work on the dash panel, an accident or a user incorrectly assuming that the display of the Audi virtual cockpit has the functions of a touchscreen.

The complaint may not be visible right after excessive force was applied, as the lower display layer may be damaged and experience fatigue cracking as a result of the initial force event. This may take a couple hundred miles of driving.

Production Solution

Not applicable.

Service

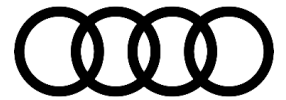
If the vehicle has an odometer reading of over 600 miles, material and/or production issues can be ruled out as the source of the complaint.

Therefore, **warranty claims for vehicles with over 600 miles will not be reimbursed by warranty.**

Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.

Additional Information



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All part and service references provided in this TSB (2065960) 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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