



Technical Service Bulletin

90 Instrument cluster: the Audi virtual cockpit displays a colorful line (pixel error)

90 22 78 2064983/4 August 9, 2022. Supersedes Technical Service Bulletin Group 90 number 22-41 dated January 31, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2022	All	Audi Virtual Cockpit – Gen2+
A8 e quattro	2021		

Condition



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REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised Production Solution (removed fix date) Revised Production Service (removed fix date)
3	01/31/2022	Revised <i>Header</i> (added PR-code Filter) Revised <i>Production Solution</i> (changed fix date)
2	12/22/2021	Revised <i>Condition</i> (Clarified pixel error geometry) Revised <i>Service</i> (Added production date for optimized instrument clusters)

Customer states:

- A red, green, or blue continuous vertical line is displayed on the instrument cluster (pixel fault) (Figures 1 - 2).
- The line may be vertical or horizontal.



Figure 1. The vertical line through the instrument cluster display.



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Figure 2. The vertical line through the instrument cluster display.

Technical Background

There is a hardware issue in Audi virtual cockpit.

Production Solution

Optimized hardware was introduced into production..

Service

1. Please take photos of the area of concern and upload them into DOC-IT with the repair order. Photos should:

- Have a date stamp and VIN reference.
- Be taken in focus and with sufficient light.



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2. Please replace the instrument cluster, J285 (address word 0017) according to the Elsa Repair Manual.

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 any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	The time stated on the diagnostic protocol (Max 30 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 2064983/4		

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.



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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 parts and service references provided in this TSB (2064983) are subject to change and/or removal.

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