



Technical Service Bulletin

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

90 22 84 2064983/5 December 1, 2022. Supersedes Technical Service Bulletin Group 90 number 22-78 dated August 9, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 - 2023		
A8 e quattro	2021		
A7 e quattro	2021 - 2022		
e-tron quattro	2021 2023		
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, and RS 5 Sportback, A6, S6, A6 allroad, RS 6, A7, S7, RS A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2023		
e-tron Sportback quattro, e-tron quattro S, e-tron GT, and RS e- tron GT	2022 – 2023		

Condition

REVISION HISTORY



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Revision	Date	Purpose
5	-	Revised Header (added new model year and models)
4	08/09/2022	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)

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.



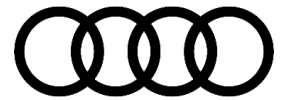
Figure 2. The vertical line through the instrument cluster display.

Technical Background

There is a hardware issue in Audi virtual cockpit.

Production Solution

Optimized hardware was introduced into production.



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Service

1. Please take photos of the area of concern and upload them into DOC-IT with the repair order. Photos should:
 - a. Have a date stamp and VIN reference.
 - b. Be taken in focus and with sufficient light.
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.

Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.



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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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