

Technical Service Bulletin



90 Audi virtual cockpit display has semi-circular marks on edges of display; B114815, U140500, B201C00, C121E00, U112300

90 23 23 2070020/1 April 17, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 – 2023	All	Virtual Cockpit FPK2(+)
e-tron quattro	2019 2020 – 2023		
e-tron Sportback quattro	2020 – 2023		
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, S6, A6 allroad, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2023		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
A3, S3, RS 3, and e-tron S quattro	2022 - 2023		
e-tron GT, and RS e-tron GT	2023		

Condition

Customer states:

The display of the Audi virtual cockpit has semi-circular marks on the edges of the display glass.



Technical Background

Hardware issue within the instrument cluster.

Production Solution

Optimized the manufacturing process for the instrument cluster display screen.

Service




Note: Hardware improvements were made to the instrument cluster as of production date 01/01/2023. This date applies to the cluster NOT the vehicle.

If the instrument cluster has the pictured semi-circles present on the display, read out the production date of the instrument cluster using ODIS.



Figure 1: Circular spots along the top and bottom of display.



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Tip: OBD → Address: 0017 Instrument cluster → Identification: → Production date

If the production date read out is **BEFORE** 01/01/2023, document this TSB in the claim notes and replace the instrument cluster.

If the date is **AFTER** 01/01/2023. **DO NOT** reference the TSB in the claim notes. Ensure that there is no outside influence. If nothing is found the cluster will still need to be replaced, however, do not claim the TSB. Repair the vehicle using standard repair process.



Figure 2: Circular spots in the trip odometer.

Attach a photo of the display and the part production label to DOC-IT for claims **AFTER** production date 01/01/2023.

If a replacement cluster is received with a production date **BEFORE** 01/01/2023 it is still ok to use this cluster.

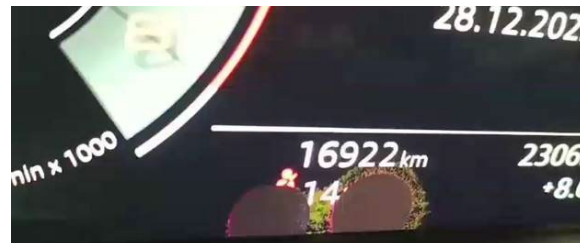


Figure 3: Circular spots in the odometer

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:	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations



	Self-diagnosis: read out event memory	0129 0050	10 TU
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 2070020/1		

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

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with the current version of ODIS (Windows 10)

Additional Information

All parts and service references provided in this TSB (**2070020**) are subject to change and/or removal.

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