

Technical Service Bulletin

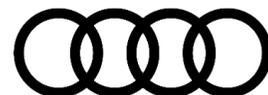
90 Flickering lines in Audi virtual cockpit

90 23 57 2072065/1 November 20, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 – 2024	All	MIB Gen 2+
A4, A4 allroad, S4, and e-tron Sportback quattro	2020 – 2024		
A4, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2023		
A8 e quattro	2021		
A7 e quattro	2021 – 2022		
RS 5, and RS 5 Sportback	2021 – 2023		
A6, A6 allroad, S6, 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 - 2024		
A3, S3, and RS 3, e-tron S, e- tron GT, and RS e-tron GT	2022 – 2024		
Q8 e-tron, Q8 e- tron Sportback, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

Customer states: The Audi virtual cockpit displays flickering horizontal, vertical or diagonal lines (Figures 1-2).



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Figure 1: This is an example of horizontal lines in the virtual cockpit.



Figure 2: This is an example of vertical lines in the virtual cockpit.

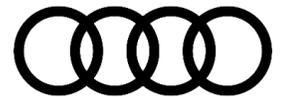
Technical Background

Hardware issue in the Audi virtual cockpit.

Production Solution

Optimized hardware in production.

Service



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1. In your warranty claim notes document the production date of the instrument cluster. To do so:
 - a. Using ODIS: Right click diagnostic address 17>>Identification>>Production date
2. Replace the Audi Virtual Cockpit -J285- according to the instructions of 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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Remove and install/replace instrument cluster	9025 19xx or 9025 55xx	See SRT with associated operations
Diagnostic Time:	GFF	0150 0060	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 2072065/1		

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 (**2072065**) 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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