



# Technical Service Bulletin

## 90 Flickering lines in Audi virtual cockpit

90 24 72 2072065/2 January 22, 2024. Supersedes Technical Service Bulletin Group 90 number 23-57 dated November 20, 2023 for reasons listed below.

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



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REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Production Solution</i> (Added production date)
1	11/21/2023	Initial publication

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



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



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Hardware issue in the Audi virtual cockpit.

## Production Solution

Optimized instrument cluster hardware in production as of 11/01/2023.

## Service

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.

 <b>NOTICE</b>
<p><b>If the replacement cluster is produced BEFORE the production change, it is still ok to use as a replacement.</b></p>

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>110 Up to 48 Months/50,000 Miles.</li> <li>G10 for CPO Covered Vehicles – Verify Owner.</li> <li>If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Remove and install/replace instrument cluster	9025 19xx or 9025 55xx	See SRT with associated operations
<b>Diagnostic Time:</b>	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



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<b>Claim Comment:</b>	As per TSB 2072065/2
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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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