



Technical Service Bulletin

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

90 24 75 2064983/7 February 6, 2024. Supersedes Technical Service Bulletin Group 90 number 23-45 dated October 16, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2019 – 2024	All	Not Applicable
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, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, RS Q8	2021 – 2024		
A8 e quattro	2021		
A7 e quattro	2021 – 2022		
e-tron quattro, and e-tron Sportback quattro	2021 – 2023		
e-tron S, e-tron S Sportback, e-tron GT, RS e-tron GT	2022 – 2023		
Q8 e-tron, Q-Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose



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7	-	Revised <i>Production</i> (added production date) Revised <i>Service</i> (Updated procedure)
6	01/22/2024	Revised header (added new model year) Revised <i>Service</i> (Updated service procedure)
5	12/02/2022	Revised header (added new model year and models)

Customer States:

- A red, green, black, or blue continuous 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

Pixel error in the virtual cockpit.

Production Solution

Optimized instrument cluster hardware in production as of Q4 2023.

Service

1. In your warranty claim notes document the production date of the instrument cluster. To do so:
 - a. Read out the production date of the instrument cluster via ODIS. Self diagnosis>> Address 17: instrument cluster>>Identification>>Production date
2. Replace the Audi Virtual Cockpit -J285- According to the instructions of the ELSA repair manual.



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NOTICE

Replacement clusters received BEFORE September 30th production may still be used.

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
	Self-diagnosis read out event memory	0129 0050	10 TU
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 2064983/7		

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



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Additional Information

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

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