



Technical Service Bulletin

90 Audi virtual cockpit display has a white sheen

90 24 77 2065932/2 February 6, 2024. Supersedes Technical Service Bulletin Group 90 number 22-42 dated January 31, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021	All	Audi virtual cockpit
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6, A7, A7 e quattro, S7, RS 7, A8, A8 e quattro, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2022		
A3, S3, and RS 3	2022		

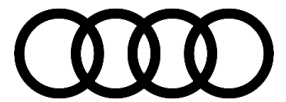
Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated service solution)
1	01/31/2022	Initial publication

Customer states:

The Audi virtual cockpit has a white sheen over either the complete screen or partial sections.

Please see example pictures below (Figure 1-4).



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Figures 1-4. Example pictures of white sheen on the Audi virtual cockpit.

Technical Background

A hardware issue in the Audi virtual cockpit may cause it to have a white sheen. All the display content is still visible and functional through the white sheen.

Production Solution

Optimized instrument cluster hardware in production as of 01/01/2022.

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.

NOTICE

If the replacement cluster is produced **BEFORE** the 01/01/2022, it is still ok to use as a replacement.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner.
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	<ul style="list-style-type: none">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 2065932/1		

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

Additional Information

All parts and service references provided in this TSB (2065932) are subject to change and/or removal.

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