



Technical Service Bulletin

90 Scratches or coating on cover of instrument cluster or particles inside the housing

90 24 85 2073747/1 April 22, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2015 - 2025	All	Not Applicable

Condition

Customer states:

There are scratches, or a coating/film on the display lens of the instrument cluster, or particles in the housing.

Technical Background

1. Scratches

Despite careful handling during production at the supplier and at the factory, the display lens for the instrument cluster may occasionally be scratched.

2. Coating/Film

During the production of the instrument cluster, a protective film or cover is applied to the display lens which remains on the instrument cluster until the handover inspection. In this time period, a coating (grey haze) may form on the display lens due to vapors from the material used. In certain lighting conditions, the coating appears to be on the inside of the display lens.

3. Particles

For technical reasons, it is not possible to hermetically seal the instrument cluster to stop the ingress of dust and dirt particles. For example, ventilation openings are required for heat dissipation as well as openings for controls to pass through. Small particles can enter inside of the instrument cluster housing through these openings, such as when operating in a dusty environment or when cleaning with compressed air.

Production Solution

Not applicable.

Service

Visual complaints of the instrument cluster must always be documented with photographs and attached to DOC-IT.

1. Scratches



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There is currently no way to remove scratches by polishing without causing permanent damage (dulling or scoring the surface). If scratches are found on the display cover during the handover inspection, the instrument cluster must be replaced.

NOTICE

Warranty claims will only be accepted for instrument clusters with scratches that have a mileage of less than 621 miles, which must be proven with a photo that also includes the scratches.

- **Instrument clusters with a mileage higher than 621 miles will be charged back.**

2. Coating/film

The coating must be removed using a mixture of water and regular household detergent. To do this, spray the display cover with the detergent mixture while installed and wipe it carefully with a soft, clean cloth. Ensure that the surface is not scratched when you do this.

The use of other cleaning products is not permitted. In particular, cleaning products containing alcohol, isopropanol or similar are not suitable and must not be used.

Even if the coating appears to be on the inside of the cover, it must be cleaned with detergent solution.

NOTICE

Instrument clusters that have been replaced due to a coating on the cover glass will be charged back as part of the repair process.

3. Particles

Particles that have penetrated the instrument cluster cannot be removed, as it must not be opened in the field (invalidates warranty). If particles are found behind the cover during the handover inspection, the instrument cluster must be replaced.

NOTICE

Warranty claims will only be accepted for instrument clusters with residue stemming from the production process (e.g., plastic particles, not insects). Claims must have a photo attached to DOC-IT showing the particle.

- **Instrument clusters replaced with a mileage higher than 621 miles will be charged back.**

Warranty



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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:	0030		
Labor Operations:	1. Scratches: To replace the instrument cluster, please use the correct existing repair operation.	9025 XXXX	See SRT with associated operations
	2. Coating: clean instrument cluster	9025 2999	20 TU
	3. Particles: Replace the instrument cluster, please use the correct existing repair operation.	9025 XXXX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0060	Time according to diagnostic log (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 2073747/1		

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 (**2073747**) 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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