



Technical Service Bulletin

90 Audi virtual cockpit display has semi-circular marks on edges of display

90 24 03 2070020/3 June 11, 2024. Supersedes Technical Service Bulletin Group 90 number 23-28 dated June 8, 2023 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--|---------------------|-----------|----------------------------|
| Q3 | 2019 - 2023 | | |
| e-tron | 2019 2021 - 2023 | | |
| e-tron Sportback | 2020 - 2023 | | |
| A7 e quattro | 2022 | | |
| A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e0tron GT, RS e-tron GT, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8 | 2022 - 2023 | | |
| A3, S3, RS 3, A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5 Cabriolet, S5 Sportback, RS 5, and RS 5 Sportback | 2023 | | |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 3 | - | Revised <i>Service</i> (Modified documentation path) Revised <i>Warranty</i> (Updated warranty table) |
| 2 | 06/08/2023 | Revised title (Removed DTCs) Revised <i>Service</i> (Modified verbiage, content remains the same) |



Technical Service Bulletin

| | | |
|---|------------|---------------------|
| 1 | 04/17/2023 | Initial publication |
|---|------------|---------------------|

Customer states:

The display of the Audi virtual cockpit has semi-circular marks on the edges of the display glass.

Technical Background

Hardware issue within the instrument cluster.

Production Solution

Optimized the manufacturing process for the instrument cluster display screen.

Service

Figures 1 and 2 are examples of the circular marks that may be present on the screen of the instrument cluster.

1. In your warranty claim notes document the production date of the instrument cluster. To do so:
 - a. Using Self Diagnosis: Select diagnostic address 17.
 - b. Use the control module OBD drop down and select Identification.
 - c. Click “show expanded identification”.
 - d. Expand the “Fazit identification” and document “Day of manufacture”.
2. Replace the Audi Virtual Cockpit - J285- according to the instructions of the ELSA repair manual.



Figure 1: Circular spots along the top and bottom of display.



Technical Service Bulletin



Figure 2: Circular spots in the trip odometer.

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 dash panel insert | 9025 xxxx | See SRT with associated operations |
| | Self-diagnosis: Document production date | 0129 0050 | 10 TU |
| 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 2070020/3 | | |

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.



Technical Service Bulletin

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 |

| Tool Number | Tool Description |
|-------------------|--|
| VAS 6160/VAS 6150 | VAS tester with the current version of ODIS (Windows 10) |

Additional Information

All parts and service references provided in this TSB (**2070020**) are subject to change and/or removal.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.