



Technical Service Bulletin

90 Audi virtual cockpit display has a white sheen

90 24 98 2065932/3 June 3, 2024. Supersedes Technical Service Bulletin Group 90 number 24-77 dated February 6, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021	All	Not Applicable
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, RS 7, A8, 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		

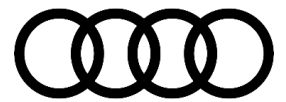
Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Updated documentation path) Revised <i>Warranty</i> (Updated warranty table)
2	02/07/2024	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.

Service

1. In the 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.

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
	Self-diagnosis (Document production date)	0129 0050	See SRT with associated operations
Diagnostic Time:	GFF	0150 0060	The 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 2065932/3		

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.

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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