

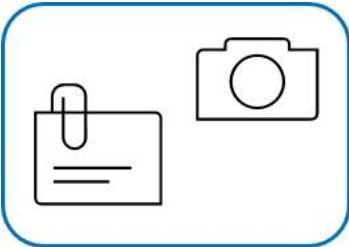
Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2015 – 2027	All	Without PR codes: 7J2 7J3 9S0 9S1 9S8 9S9

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Added models/model year) Revised <i>Service</i> (Updated verbiage)
3	08/29/2025	Revised header (Added models/model year) Revised <i>Technical Background</i> (Added additional information) Revised <i>Service</i> (Added additional information) Revised <i>Warranty</i> (Updated Claim Types, adjusted Labor Operations)
2	05/10/2024	Revised <i>Warranty</i> (Updated warranty table)

Customer states:

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



Documentation required

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

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

3. Particles or insects

For technical reasons, it is not possible to hermetically seal the instrument cluster to stop the ingress of dust and dirt particles, or insects. 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 must always be documented with photographs uploaded to DOC-IT. If the instrument cluster is replaced due to this complaint under warranty, the photos must be enclosed with the return package. To ensure a reference to the vehicle, the photo must include the chassis number and the date. The photo must not be edited. The photo should be in focus and be taken with sufficient illumination. A high resolution is not necessary.

1. Scratches

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 (1,000 km), which must be proven with a photo that also includes the scratches.

- **Instrument clusters with a mileage higher than 621 miles (1,000 km) 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 or insects

Particles that have penetrated the instrument cluster cannot be removed, as it must not be opened in the field (invalidates warranty). If particles or insects 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 (1,000 km) will be charged back.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0030		
Labor Operations:	Remove and install/replace instrument cluster	9025 19XX 9025 55XX	See SRT with associated operations
	Clean instrument cluster (If coating/grey haze formed)	9025 2999	20 TU
	GFF	0150 0060	Time according to the diagnostic log
	Charge Battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2073747/4		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

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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