



Technical Service Bulletin

90 Instrument cluster: the Audi Virtual Cockpit displays a colorful vertical line (pixel error)

90 21 22 2064983/1 November 9, 2021.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|---|-------------|-----------|----------------------------|
| A4, S4, A4 allroad, A5, A5 Cabriolet, A5 sportback, S5, S5 Cabriolet, S5 sportback, RS 5, RS 5 Cabriolet, RS 5 sportback, A6, A6 allroad, A6 Avant, S6, RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, A8, S8, A8 PHEV, Q5, SQ5, Q5 PHEV, Q5 sportback, Q7, SQ7, Q8, SQ8, and RS Q8 | 2021 - 2022 | All | Audi virtual cockpit Gen2+ |

Condition

Customer states:

- A red, green or blue continuous vertical line is displayed on the instrument cluster (pixel fault) (Figures 1 - 2).



Figure 1. Vertical line through the instrument cluster display.



Technical Service Bulletin

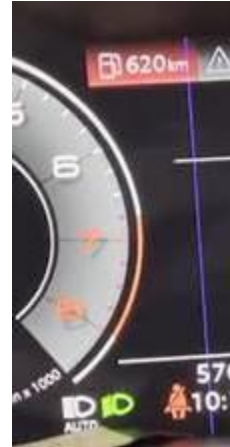


Figure 2. Vertical line through the instrument cluster display.

Technical Background

There is a hardware issue in Audi virtual cockpit.

Production Solution

Optimized hardware was introduced into production.

Service

1. Please take photos of the customer's concern and upload them into DOC-IT with the repair order. Photos should:

- Have a date stamp and VIN reference.
- Be taken in focus and with sufficient light.

2. Please replace the instrument cluster, J285 (address word 0017) according to the Elsa Repair Manual.



Technical Service Bulletin

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 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 | 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 #2064983/1 | | |

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 (2064983) are subject to change and/or removal.



Technical Service Bulletin

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