



# Technical Service Bulletin

**90 Instrument cluster: the Audi virtual cockpit displays a colorful vertical line (pixel error)**  
**90 21 31 2064983/2 December 22, 2021. Supersedes Technical Service Bulletin Group 90 number 21-22 dated November 9, 2021 for reasons listed below.**

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4/A5/A6/A7/A8/Q5/Q7/Q8	2021 – 2022	All	Audi virtual cockpit Gen2+

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Clarified pixel error geometry) Revised <i>Service</i> (Added production date for optimized instrument clusters)
1	11/09/2021	Initial publication

### Customer states:

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



*Figure 1. The vertical line through the instrument cluster display.*



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*Figure 2. The 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 (parts produced on or after Sep 1, 2021).

## Service

1. Please take photos of the area of 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. The replacement part should have a production date of Sep 1, 2021 or newer.

## Warranty

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Claim Type:	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles – Verify Owner.</li> <li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
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	The 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 #2064983/2		

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 Description	Quantity
Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
Instrument Cluster	01



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## Additional Information

All parts and service references provided in this TSB (2064983) are subject to change and/or removal.

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