



# Technical Service Bulletin

**90 Instrument cluster: the Audi virtual cockpit displays a colorful line (pixel error)  
90 22 41 2064983/3 January 31, 2022. Supersedes Technical Service Bulletin Group 90 number 21-31  
dated December 22, 2021 for reasons listed below.**

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8, and S8	2021	All	Virtual Cockpit
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, Q5, Q5 Sportback, Q5 e quattro, SQ5, and SQ5 Sportback	2021 – 2022	All	Virtual Cockpit

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3		Revised <i>Header</i> (added PR-code Filter) Revised <i>Production Solution</i> (changed fix date)
2	12/22/2021	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



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## 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.



**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 Jan 1, 2022).



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## 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 Jan 1, 2022, or newer.

## Warranty

<b>Claim Type:</b>	<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>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	As per TSB 2064983/3		

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.



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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.

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