



# Technical Service Bulletin

**90 Audi virtual cockpit display has a white sheen**  
**90 22 42 2065932/1 January 31, 2022.**

| Model(s)  | Year        | VIN Range | Vehicle-Specific Equipment  |
|---|-------------|-----------|-----------------------------|
| A8 and S8   | 2021        | All       | Audi Virtual Cockpit Gen 2+ |
| A4, A4 allroad, S4, A5, A5 Sportback, A5 Cabriolet, S5, S5 Sportback, S5 Cabriolet, RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8. And RS Q8 | 2021 – 2022 | All       | Audi Virtual Cockpit Gen 2+ |
| A3 and S3   | 2022        | All       | Audi Virtual Cockpit Gen 2+ |

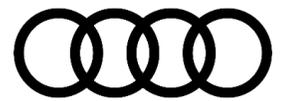
## Condition

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).

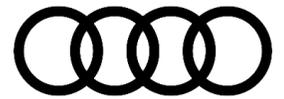




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*Figure 1-4: example pictures of white sheen on the Audi virtual cockpit*

## Technical Background

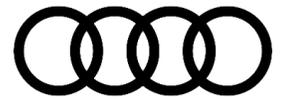
A hardware issue in the Audi virtual cockpit may cause it to have a white sheen. All the display content is still visible and functional through the white sheen.

## Production Solution

Optimized hardware in Audi virtual cockpit was implemented on 01 January 2022 (production date of Audi virtual cockpit).

## Service

1. Please take photos of the area of concern and upload them into DOC-IT with the repair order. Photos should:
  - a. Have a date stamp and VIN reference
  - b. 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.



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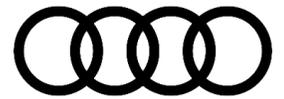
## Warranty

|                   |   |              |  |
|-------------------|---|--------------|--|
| 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 2065932/1  |              |  |

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 |



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|          |  |               |
|----------|--|---------------|
| 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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