

Technical Service Bulletin



90 Audi virtual cockpit: display distorted due to broken screen

90 23 18 2065960/2 March 17, 2023. Supersedes Technical Service Bulletin Group 90 number 22-43 dated January 31, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2019 – 2024	All	Virtual Cockpit

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add e-tron GT, Added Model Years)
1	2/1/2022	Initial publication

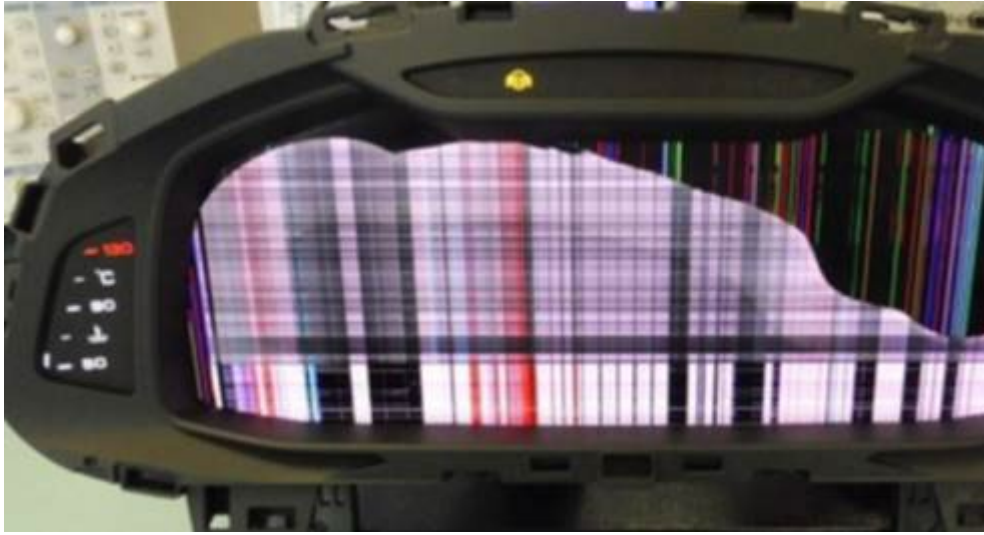
Customer states:

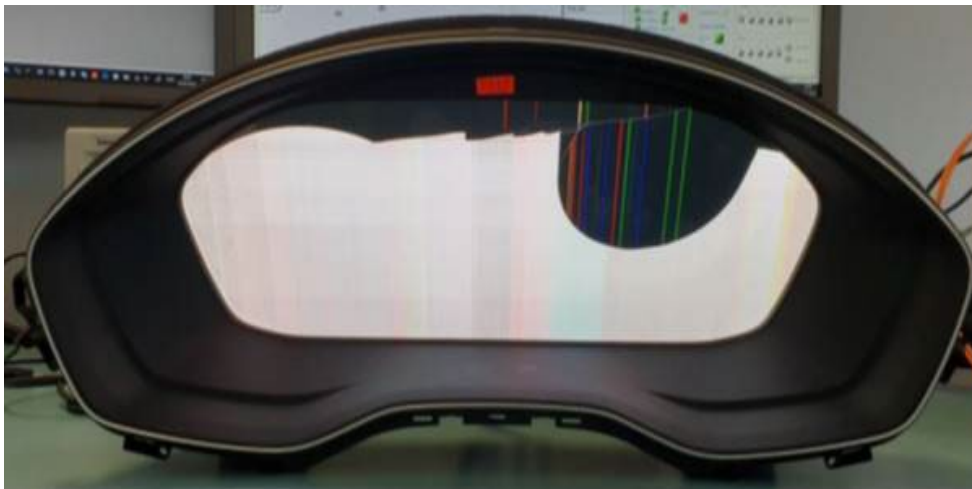
The Audi virtual cockpit display is distorted.

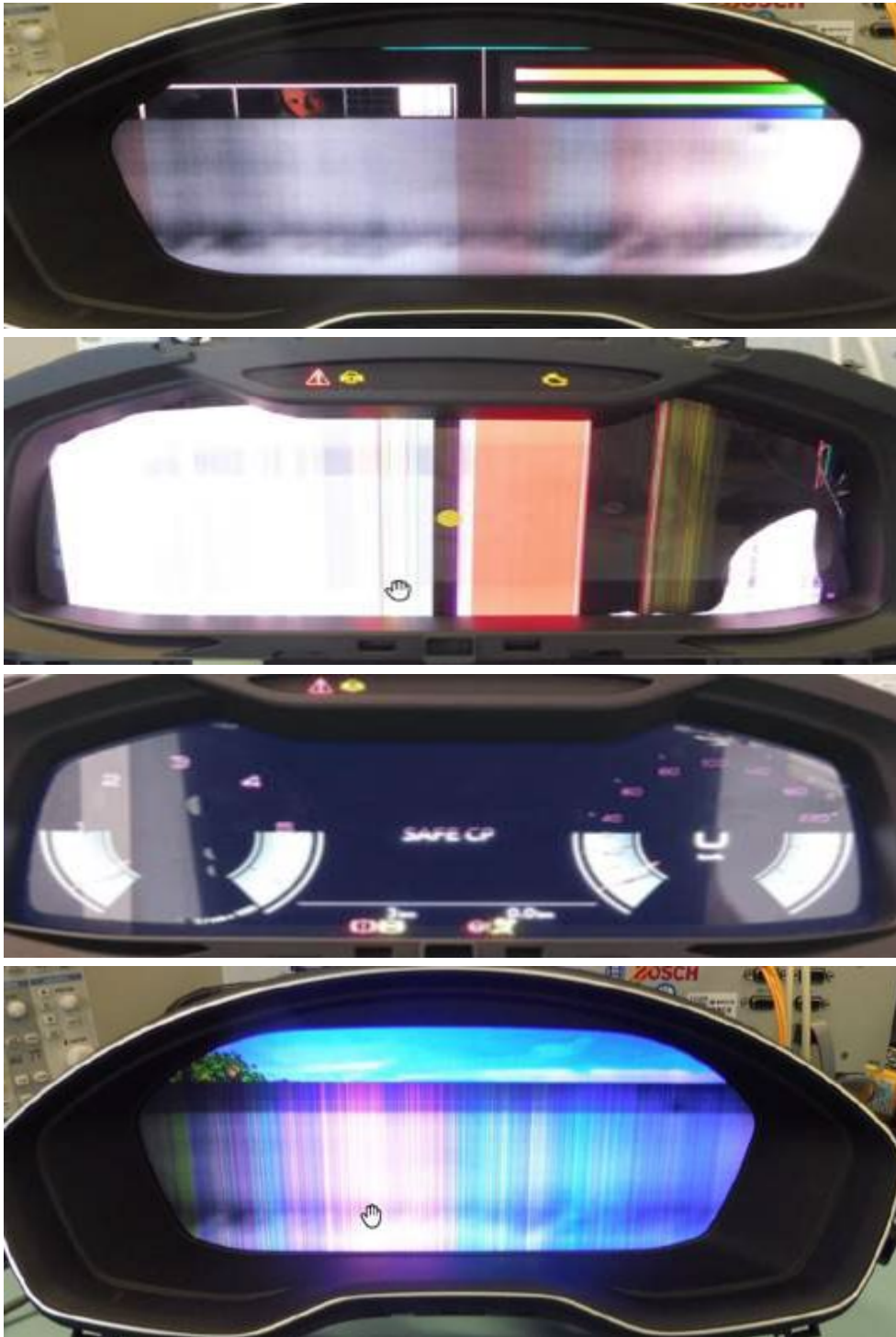
There are cracks in the Audi virtual cockpit display.

The following photos show examples of the complaint:











Technical Background

Extensive analysis has shown that the display layer under the uppermost display film has a crack.

This crack is the result of external force being applied to the display of the Audi virtual cockpit, either directly to the front of the screen, or to the display housing.

While the uppermost display layer, the transparent film, is not broken or cracked, it may show witness marks where the force was applied (e.g. fingerprints, scratches, polishing marks)

The external force which caused the crack and the complaint may have been exerted during improper cleaning of the Audi virtual cockpit, repair work on the dash panel, an accident or a user incorrectly assuming that the display of the Audi virtual cockpit has the functions of a touchscreen.

The complaint may not be visible right after excessive force was applied, as the lower display layer may be damaged and experience fatigue cracking as a result of the initial force event. This may take a couple hundred miles of driving.

Production Solution

Not Applicable

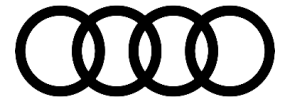
Service

If the vehicle has an odometer reading of over 600 miles, material and/or production issues can be ruled out as the source of the complaint.

Therefore, **warranty claims for vehicles with over 600 miles will not be reimbursed by warranty.**

Warranty

This damage is due to outside influence and is not covered by any Audi Warranty.



Additional Information

All part and service references provided in this TSB (**2065960**) 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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