



Technical Service Bulletin

90 Instrument cluster: the Audi virtual cockpit displays a colorful line (pixel error)

90 23 45 2064983/6 October 16, 2023. Supersedes Technical Service Bulletin Group 90 number 22-84 dated December 1, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehicles	2019 – 2024	All	With Virtual Cockpit Gen2+

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised Header (added new model year) Revised Production Service (Updated service procedure)
5	12/02/2022	Revised Header (added new model year and models)
4	08/09/2022	Revised Production Solution (removed fix date) Revised Production Service (removed fix date)

Customer States:

- A red, green, black or blue continuous 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



Technical Service Bulletin

Pixel error in the virtual cockpit.

Production Solution

Optimized hardware was introduced into production.

Service

1. Read out the production date of the instrument cluster via ODIS. *Self diagnosis>> Address 17: instrument cluster>>Identification>>Production date*
 - a. If the cluster production date is **AFTER** September 30th 2023, submit a photo of the production date and image of the cluster to DOC-IT and the replace the cluster
 - b. If the production date is **BEFORE** September 30th 2023, no documentation is needed. Replace the cluster.
2. Replacement clusters received **BEFORE** the September 30th 2023 production may still be used.

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	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 2064983/6		

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



Technical Service Bulletin

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.

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