

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2019 – 2026	All	with Audi virtual cockpit FPK2+

REVISION HISTORY		
Revision	Date	Purpose
15	-	Revised header (Added MY 26) Revised <i>Service</i> (Updated cluster production date)
14	03/13/206	Revised <i>Condition</i> (Adjusted verbiage) Revised <i>Production solution</i> (Adjusted cluster production date) Revised <i>Service</i> (Adjusted cluster date and verbiage throughout)
13	12/9/2025	Revised <i>Condition</i> (Added model table, documentation image) Revised <i>Service</i> (Adjusted cluster production date)

Customer States:

The display of the Audi virtual cockpit shows pixel faults in the form of one or more colored, white, black or grey lines.) (Figures 1-2).

The line(s) may be vertical or horizontal.

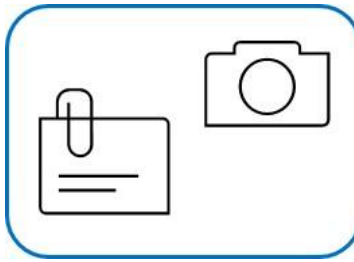
The line(s) may or may not be continuous.



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



Figure 2. The vertical line through the instrument cluster display.



Documentation required

Technical Background

Pixel error in the virtual cockpit.

Production Solution

Optimized hardware in Audi virtual cockpit implemented on January 01 2026 (production date of instrument cluster).

Service

Check whether this TSB is relevant based on the production date of the Audi virtual cockpit. Read out the production date in the self-diagnosis of the Audi virtual cockpit as follows using the workshop tester: Self-diagnosis → Diagnostic address: 0017 - Instrument cluster → Identification → Expanded identification → FAZIT identification → Production date.

If the production date read out is **BEFORE** January 01 2026, this TSB applies and the Audi virtual cockpit must be replaced.

When billing, please always attach a photo that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the photo must include the chassis number and the date. The photo must not be edited. The photo should be in focus and be taken with sufficient light. A high resolution is not necessary.

Warranty

Claim Type:	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
	Self-diagnosis (Document production date)	0129 0050	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2064983/14		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations, as well as any associated tasks.

Additional Information

All part and service references provided in this TSB (**2064983**) 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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