



Connection offline

Technical Service Bulletin

Transaction No.: **2065960/6**

90 Audi virtual cockpit: display distorted due to broken screen

Release date: Jun 23, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
Q3	2019 – 2025	All	Virtual Cockpit With PR Codes: 7J3 or 9S9 or 9S8
A4, A4 allroad, S4, A5 Sportback, and S5 Sportback (F5)	2020 – 2025		
A5, A5 Cabriolet, S5, and S5 Cabriolet (F5)	2020 – 2024		
RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback (FY), Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2025		
RS 5	2021 – 2024		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
A3, S3, and RS 3	2022 – 2026		
RS e-tron GT	2022 – 2025		
e-tron GT	2022 – 2024		
S e-tron GT	2025		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

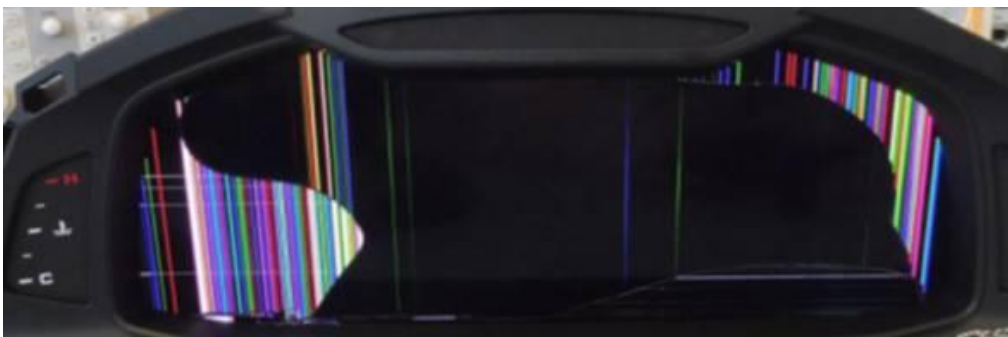
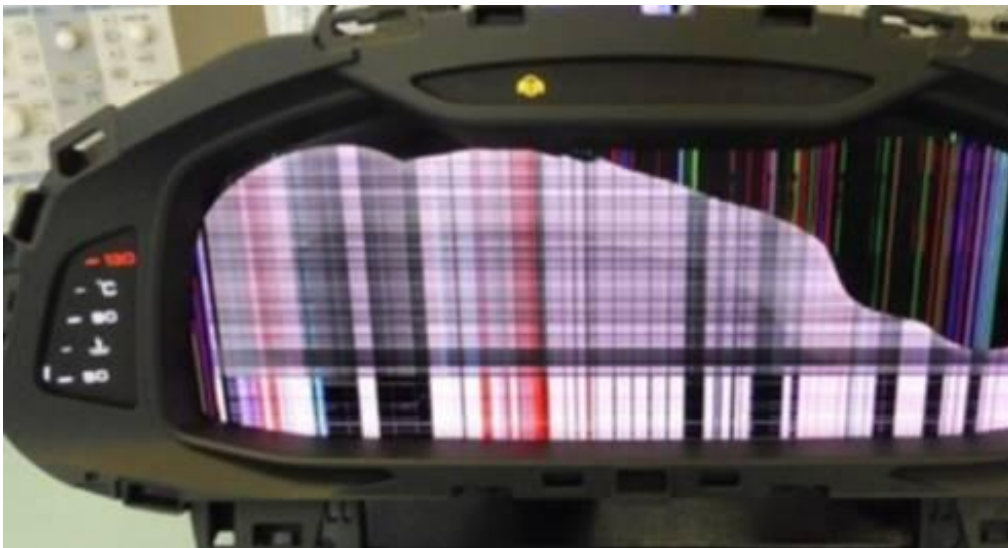
REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header (Adjusted Model Years) Revised <i>Condition</i> (Added model table) Revised <i>Service</i> (Updated verbiage)
5	05/07/2025	Revised header (Added Model Years)

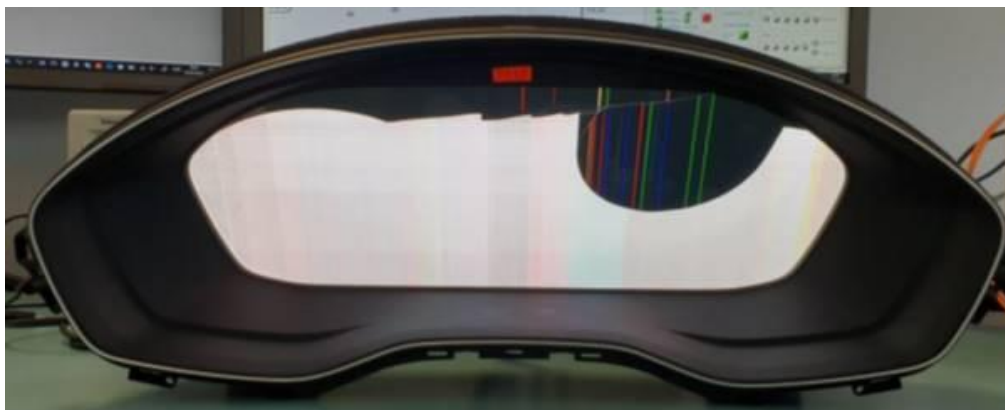
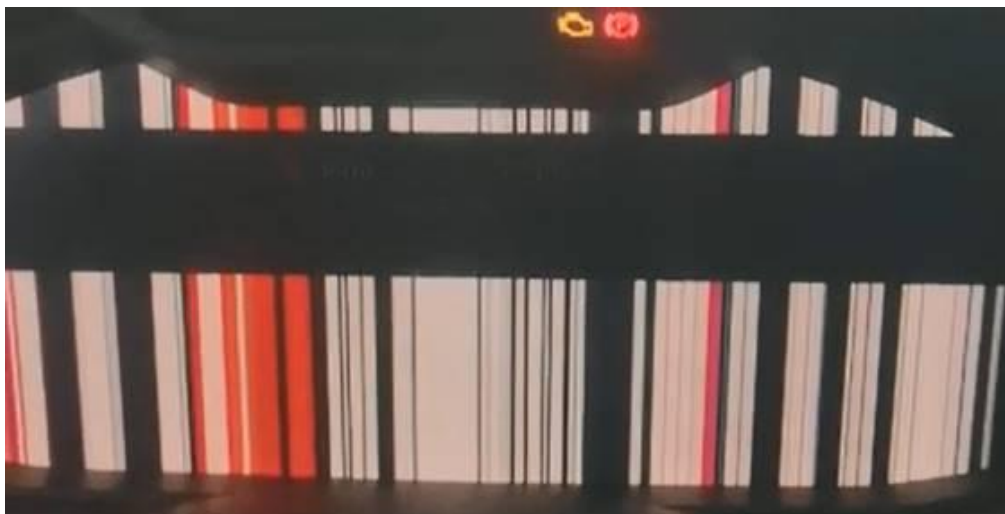
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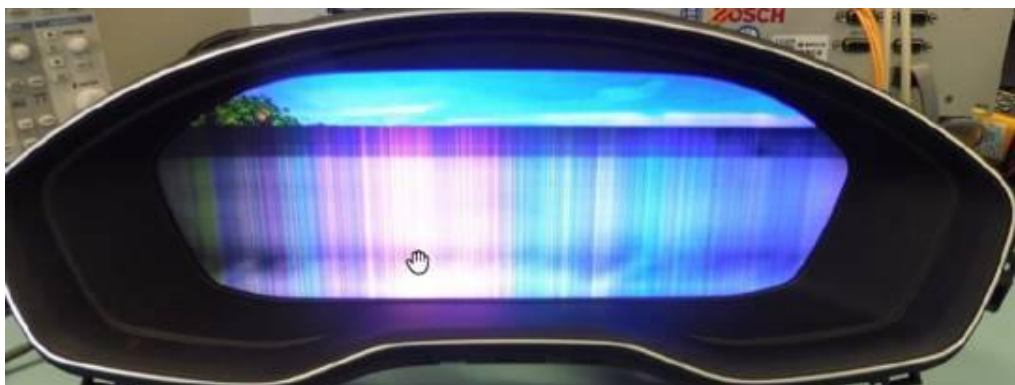
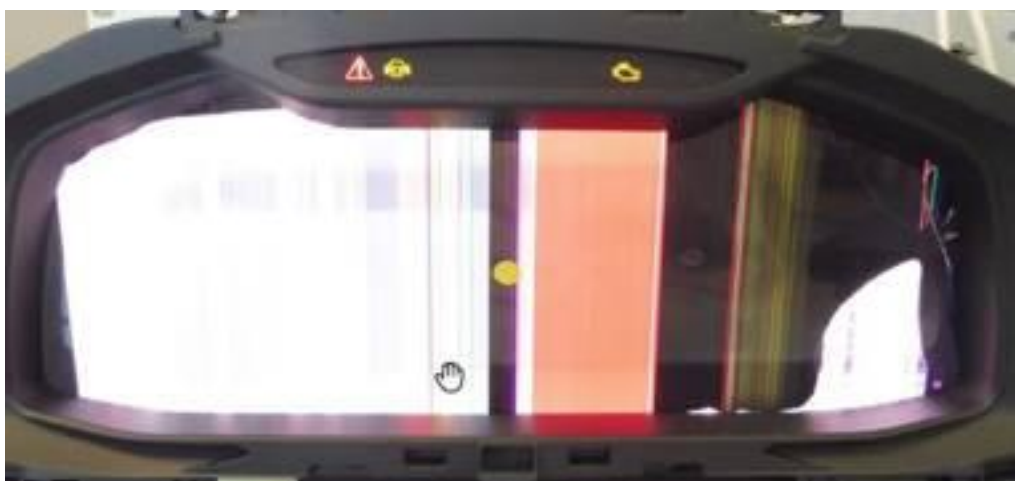
The Audi virtual cockpit display is distorted.

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 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 due to the initial force event. This may take a couple hundred miles of driving.

Production Solution

Not applicable.

Service

The manufacturing process of the Audi virtual cockpit or its installation in the vehicle cannot be seen as the cause of the application of force for Audi virtual cockpits with a mileage of more than 1,000 km (621 miles).

Warranty claims for this complaint will therefore only be accepted for Audi virtual cockpits with a mileage of less than 621 miles (1,000 km). Any damaged parts submitted with a mileage of more than 621 miles (1,000 km) will be charged back.

Warranty

Warranty claims for this complaint will therefore only be accepted for Audi virtual cockpits with a mileage of less than 621 miles (1,000 km). Any damaged parts submitted with a mileage of more than 621 miles (1,000 km) will be charged back.

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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