



# Technical Service Bulletin

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90 Audi virtual cockpit display is black, DTC B200049 is stored in the instrument cluster - A6, A7, Q7, and Q8  
90 22 77 2064683/2 August 9, 2022. Supersedes Technical Service Bulletin Group 90 number 21-14 dated October 5, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, A7 e quattro, S7, RS 7, Q7, SQ7, Q8, SQ8, and RS Q8	2021	All	With FPK2+

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised service (Removed production date check) Revised warranty (Removed time for production date check)
1	10/5/2021	Initial publication

### Customer states:

- The Audi virtual cockpit is blank.
- The display failure is either intermittent or constant.

### Workshop findings:



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The following DTC may be stored in the instrument cluster, J285, (address word 0017):

- DTC **B200049** (Control Module Faulty).

## Technical Background

There is a hardware defect in the Audi virtual cockpit.

## Production Solution

Optimized hardware designed for Audi virtual cockpit was implemented.

## Service

Please replace the instrument cluster.

## 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



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<b>Labor Operations:</b>	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2064683/2		

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
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Audi virtual cockpit	01

## Additional Information

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All parts and service references provided in this TSB (2064683) are subject to change and/or removal.

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