



Technical Service Bulletin

90 Audi virtual cockpit: display is blank (DTC B200049 symptom code 10485833)

90 23 51 2068380/2 November 7, 2023. Supersedes Technical Service Bulletin Group 90 number 22-81 dated November 7, 2022 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8 e quattro	2021	All	Virtual Cockpit
A7 e quattro	2021 – 2022		
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q7, SQ7, Q8, SQ8, and RS Q8	2021 -2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Add Model Years, add A6, A7) Revised <i>Service</i> (Updated service procedure)
1	11/7/2022	Initial publication

Customer states:

The Audi Virtual Cockpit display is blank.

And/or

Various warning lights are lit on the Audi Virtual Cockpit.

Workshop findings:

The following DTC may be stored in the Instrument Cluster control module -J285- (diag. addr. 0017):

- **DTC B200049:** Control module faulty *static/active*, **symptom 10485833**.

Technical Background

A hardware issue may cause the Audi Virtual Cockpit to become blank.

Production Solution

Optimized hardware in production.



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Service

1. In your warranty claim notes document the production date of the instrument cluster.
2. Using ODIS: Right click diagnostic address 17>>Identification>>Production date:
3. Replace the Audi Virtual Cockpit -J285- according to the instructions of the ELSA repair manual.

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Remove and replace dash panel insert	9025 XXXX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0060	Time stated on the diagnostic protocol (Max 60 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 2068380/2		

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

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 of any warranty, this Technical Service Bulletin is informational only. 		
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Additional Information

All parts and service references provided in this TSB (**2068380**) are subject to change and/or removal.

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