



# Technical Service Bulletin

## 90 Instrument Cluster: Warning "Instrument cluster: fault. Limited warning messages. Please contact workshop" B200096

90 23 59 2069331/2 December 5, 2023. Supersedes Technical Service Bulletin Group 90 number 23-98 dated January 31, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 – 2023	All	Not Applicable
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, and e-tron Sportback quattro	2020 – 2023		
A8 e quattro	2021		
A7 e quattro	2021 – 2022		
RS 5, RS 5 Sportback, A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, e-tron quattro, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2020 – 2023		
A3, S3, RS 3, e-tron S, e-tron GT, and RS e-tron GT	2022 - 2023		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (updated instructions) Revised <i>Warranty</i> (updated labor operations)



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1	02/01/2023	Initial publication
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## Customer states:

The following message is displayed on the instrument cluster:

***“Instrument cluster: fault. Limited warning messages. Please contact workshop”.***

## Workshop findings:

The following DTC may be stored:

- DTC B200096: Control Module Faulty (symptom 10485828).

## Technical Background

Internal hardware-related malfunction.

## Production Solution

Optimized manufacturing process introduced with MY2024.

## Service

1. Please check the production date of the instrument cluster via ODIS:
  - a. *Self-diagnosis* → *Address: 0017 System name: 0017* → *Instrument cluster* → *Identification:* → *Production date:*
  - b. Document the production date of the instrument cluster in the claim notes.
2. Replace the instrument cluster according to the instructions in the repair manual.

## Warranty

<b>Claim Type:</b>	<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 of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Remove and install/replace instrument cluster	9025 19xx or 9025 55xx	See SRT with associated operations



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<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 100 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 2069331/2		

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	Instrument Cluster	01

## Additional Information

All parts and service references provided in this TSB (**2069331**) are subject to change and/or removal.

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