Technical Service Bulletin

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

90 24 76 2068380/3 February 6, 2024. Supersedes Technical Service Bulletin Group 90 number 23-51 dated November 7, 2023 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised *Production Solution* (added production date) Revised *Service* (Updated service procedure)
2	11/8/2023	Revised header (Add Model Years, add A6, A7) Revised *Service* (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

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

Production Solution

Optimized instrument cluster hardware in production as of 08/01/2023.

Service

1. In your warranty claim notes document the production date of the instrument cluster. To do so:

    a. Using ODIS: Right click diagnostic address 17>>Identification>>Production date:

2. Replace the Audi Virtual Cockpit -J285- according to the instructions of the ELSA repair manual.

> ⓘ **NOTICE**
>
> **Instrument clusters received with a production BEFORE August 1st 2023 may still be used.**

Warranty

Claim Type:	• 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)

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	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

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 (**2068380**) are subject to change and/or removal.

Internal