



Technical Service Bulletin

90 Instrument cluster warning: "Fault: Limited warning messages", DTC B174404

90 24 96 2071281/2 May 31, 2024. Supersedes Technical Service Bulletin Group 90 number 23-38 dated August 25, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
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A4, A4 allroad, and Q7	2017 - 2025	All	Not Applicable
S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, Q5, and SQ5	2018 - 2025		
RS 5	2018 - 2019 2021 - 2025		
A6, A7, A8, and Q3	2019 - 2025		
RS 5 Sportback	2019 2021 - 2025		
e-tron	2019 2021 - 2023		
A6 allroad, S6, S7, S8, Q5 e quattro, SQ7, Q8, SQ8, and RS Q8	2020 - 2025		
e-tron Sportback	2020 - 2023		
A8 e quattro	2020 - 2021		
RS 6 Avant, RS 7, SQ5, and SQ5 Sportback	2021 - 2025		
A7 e quattro	2021 - 2022		
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2025		
e-tron GT, and RS e-tron GT	2023 - 2025		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024 - 2025		



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Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated production date path) Revised <i>Warranty</i> (Updated warranty table)
1	08/25/2023	Initial publication

Customer states:

- The following message appears in the display of the virtual cockpit: “Instrument cluster: fault. Limited warning messages. Please contact workshop”.
- Customer may have observed the display of the virtual cockpit unexpectedly rebooting.

Workshop findings:

The following DTC is stored in the virtual cockpit -J285- (address word 0017):

- **DTC B174404** - Faulty multi-function display; symptom code 10485834.

Technical Background

There is an intermittent malfunction within the graphics module of the Audi virtual cockpit.

Production Solution

Optimized hardware for the integrated circuit in the graphics module.

Service

1. In your warranty claim notes document the production date of the instrument cluster. To do so:
 - a. Using Self Diagnosis: Select diagnostic address 17.
 - b. Use the control module OBD drop down and select “Identification”.
 - c. Click “show expanded identification”.
 - d. Expand the “Fazit identification” and document “Day of manufacture”.
2. Replace the Audi Virtual Cockpit -J285- according to the instructions of the ELSA repair manual.

Warranty

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



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- a. Using Self Diagnosis: Select diagnostic address 17.
 - b. Use the control module OBD drop down and select "Identification".
 - c. Click "show expanded identification".
 - d. Expand the "Fazit identification" and document "Day of manufacture".
4. Replace the Audi Virtual Cockpit -J285- according to the instructions of the ELSA repair manual.

Additional Information

All part and service references provided in this TSB (**2071281**) 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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