



# Technical Service Bulletin

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

90 24 99 2069331/4 June 3, 2024. Supersedes Technical Service Bulletin Group 90 number 24-86 dated May 7, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron	2019 2021 - 2023	All	Not Applicable
e-tron Sportback	2020 - 2023		
A4, A4 allroad, and S4	2020 - 2024		
A8 e quattro	2021		
A7 e quattro	2021 - 2022		
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A6, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2024		
A3, S3, RS 3, e- tron GT, and RS e-tron GT	2022 - 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 e-tron Sportback	2023 - 2024		

## Condition

REVISION HISTORY		
Revision	Date	Purpose



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4	-	Revised <i>Service</i> (updated documentation path) Revised <i>Warranty</i> (updated warranty table)
3	05/07/2024	Revised <i>Header</i> (updated model years) Revised <i>Warranty</i> (updated labor operations)
2	12/06/2023	Revised <i>Service</i> (updated instructions) Revised <i>Warranty</i> (updated labor operations)

## 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 in production.

## 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

<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></ul>
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	<ul style="list-style-type: none"><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 XXXX	See SRT with associated operations
	Self-diagnosis	0129 0050	See SRT with associated operations
<b>Diagnostic Time:</b>	GFF	0150 0060	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 2069331/4		

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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