



Technical Service Bulletin

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

90 24 01 2068380/4 June 5, 2024. Supersedes Technical Service Bulletin Group 90 number 24-76 dated February 6, 2024 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
4	-	Revised <i>Service</i> (Updated documentation path) Revised <i>Warranty</i> (Updated warranty table)
3	2/7/2024	Revised <i>Production Solution</i> (added production date) Revised <i>Service</i> (Updated service procedure)
2	11/8/2023	Revised <i>Header</i> (Add Model Years, add A6, A7) Revised <i>Service</i> (Updated service procedure)

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.



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Production Solution

Optimized instrument cluster hardware 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

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
	Self-diagnosis (document production date)	0129 0050	See SRT with associated operations
Diagnostic Time:	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
Claim Comment:	As per TSB 2068380/4		

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.



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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.

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