



# Technical Service Bulletin

## 90 Instrument cluster fault or black screen when started (DTC B200049 symptom code 10485833)

90 24 21 2068380/5 August 29, 2024. Supersedes Technical Service Bulletin Group 90 number 24-01 dated June 5, 2024 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 – 2025	All	Virtual cockpit
A7 e quattro	2021 – 2022		
A8 e quattro	2021		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header (Add MY25, changed TSB title) Revised <i>Condition</i> (Updated customer statement field) Revised <i>Warranty</i> (Updated warranty table) Revised <i>Service</i> (Updated service procedure)
4	06/05/2024	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)

### Customer states:

- The following message appears in the instrument cluster display: “Instrument cluster: fault. Limited warning messages. Please contact workshop”.

or

- The Audi Virtual cockpit is black when started.

### Workshop findings:

The following DTC is stored in the Instrument Cluster control module -J285- (diag. addr. 0017):

- DTC B200049:** Control module faulty *static/active*, **symptom 10485833**.



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## Technical Background 1

A hardware issue in the Audi virtual cockpit due to a discrepancy in the production process.

## Production Solution

Optimized instrument cluster hardware produced as of August 1, 2024 (08/01/2024)

## 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. If the production date read out of the instrument cluster is BEFORE 08/01/2024 this TSB applies and the instrument cluster will need to be replaced according to the instructions of the ELSA repair manual.

## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	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
<b>Diagnostic Time:</b>	GFF	0150 0060	Time stated on the diagnostic protocol
<b>Claim Comment:</b>	As per TSB 2068380/5		

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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