Technical Service Bulletin

90 Audi virtual cockpit display is black, DTC B200049 is stored in the instrument cluster - A6, A7, Q7, and Q8

90 21 14 2064683/1 October 5, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, A6 Avant, S6, RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, Q7, SQ7, Q8. SQ8, and RS Q8	2021	All	Audi virtual cockpit

Condition

Customer states:

- The Audi virtual cockpit is blank.

- The display failure is either intermittent or constant.

Workshop findings:

The following DTC may be stored in the instrument cluster, J285, (address word 0017):

- **DTC B200049** (Control Module Faulty).

Technical Background

There is a hardware defect in the Audi virtual cockpit.

Production Solution

An optimized hardware designed for Audi virtual cockpit was implemented.

Service

1. Please check the production date of the Audi virtual cockpit:

    a. In ODIS, go to *Self-diagnosis >> Address: 0017 System name: 0017 >> Instrument cluster >> Production date.*

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2. If the Audi virtual cockpit has been produced **before** May 12th, 2021, then please replace the instrument cluster.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Remove and install/replace dash panel insert	9025 XXXX	See SRT with associated operations
	Self-diagnosis: Readout the DTC memory	0151 0000	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 #2064683/1		

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	Audi virtual cockpit	01

Additional Information

All parts and service references provided in this TSB (2064683) are subject to change and/or removal.

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