



Technical Service Bulletin

90 Instrument cluster: Audi virtual cockpit blank display, DTC B200049 is stored in the instrument cluster

90 21 29 2065284/1 December 13, 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, A8, S8, A8 PHEV, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2022	All	Audi virtual cockpit

Condition

Customer states:

- The Audi virtual cockpit is blank after entering the vehicle. A malfunction triangle may be displayed.
- After an ignition cycle, the instrument cluster may be available again, however, the warning message “Instrument cluster: malfunction” is displayed in the center of the screen.

Workshop findings:

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

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

Technical Background

The customer concern may be caused by an intermittent hardware issue in certain Audi virtual cockpit displays.

Production Solution

Optimized hardware for the Audi virtual cockpit was implemented on 01 July 2021 (production date of Audi virtual cockpit).



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Service

1. Please replace the Audi virtual cockpit according to the instructions in Elsa Repair Manual.



Tip: Please make sure that the replacement part was produced on or after July 1st, 2021.

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 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
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 10 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 # 2065284/1		

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



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See ETKA	Instrument Cluster	01
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Additional Information

All parts and service references provided in this TSB (2065284) are subject to change and/or removal.

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