



Technical Service Bulletin

90 "SAFE CP" is displayed in the Audi virtual cockpit, DTC B200FF0 is stored in the instrument cluster

90 21 32 2065490/1 December 22, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, S4, A4 allroad, A5, A5 Cabriolet, A5 sportback, S5, S5 sportback, S5 Cabriolet, RS 5, RS 5 sportback, A6, A6 allroad, A6 Avant, S6, RS 6, RS 6 Avant, A7, S7, RS 7, A7 PHEV, A8, S8, A8 PHEV, Q5, SQ5, Q5 PHEV, Q5 sportback, SQ5 sportback, Q7, SQ7, Q8, SQ8, RS Q8, Audi e-tron quattro, and Audi e-tron sportback quattro	2021	All	Audi virtual cockpit Gen2+
Audi e-tron GT, Audi RS e-tron GT	2022	All	Audi virtual cockpit Gen2+

Condition

Customer states:

- "SAFE CP" is displayed in the center of the screen of the Audi virtual cockpit.
- The gauges function normally.

Workshop findings:



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

- **DTC B200FF0** (Internal malfunction).

Technical Background

A software malfunction in the instrument cluster may cause the described behavior.

Production Solution

This bulletin will be updated when more information is available. A permanent software solution is currently under development and expected to be available by Q1/2022.

Service

Please replace the instrument cluster, J285 (address word 0017) according to the Elsa Repair Manual.



Note:

As this issue is caused by a software bug, it could, albeit very unlikely, reoccur with the replacement cluster as well.

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:	0039		
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 50 TU)



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	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 #2065490/1		

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	Instrument cluster	01

Additional Information

All parts and service references provided in this TSB (2065490) are subject to change and/or removal.

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