

Technical Service Bulletin

Topic	90 Virtual cockpit instrument cluster warning: "Fault: Limited warning messages", DTC B174404
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2071281/3
Level	EH
Status	Released for publishing
Release date	Apr 9, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0017 - Instrument cluster	B174404: Driver information system faulty		static

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> instrument cluster	control modules, services -> error message	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> information system display	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> faulty	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> misfire	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> information system display	component, automotive fluids -> flickering	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI)	control modules, services	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI)	functionality	
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> instrument cluster	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> instrument cluster, displays, screens	control modules, services	

Vehicle data

Audi A3,A4,A5,A6,A7,A8,Q5,Q7,Q8, Q8 e-tron, e-tron,e-tron GT

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4A*	2021	A		*	*	*
4A*	2022	A		*	*	*
4A*	2023	A		*	*	*
4A*	2024	A		*	*	*
4A*	2025	A		*	*	*
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*
4K*	2023	A		*	*	*
4K*	2024	A		*	*	*
4K*	2025	A		*	*	*
4M*	2021	A		*	*	*
4M*	2022	A		*	*	*
4M*	2023	A		*	*	*
4M*	2024	A		*	*	*
4M*	2025	A		*	*	*
4N*	2021	A		*	*	*
4N*	2022	A		*	*	*
4N*	2023	A		*	*	*
4N*	2024	A		*	*	*
4N*	2025	A		*	*	*
8W*	2020	A		*	*	*
8W*	2021	A		*	*	*
8W*	2022	A		*	*	*
8W*	2023	A		*	*	*
8W*	2024	A		*	*	*
8W*	2025	A		*	*	*
8Y*	2022	A		*	*	*
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*
8Y*	2025	A		*	*	*
F5*	2020	A		*	*	*
F5*	2021	A		*	*	*
F5*	2022	A		*	*	*
F5*	2023	A		*	*	*
F5*	2025	A		*	*	*
F8*	2022	A		*	*	*
F8*	2023	A		*	*	*
F8*	2025	A		*	*	*
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*
GE*	2021	A		*	*	*
GE*	2022	A		*	*	*
GE*	2023	A		*	*	*
GE*	2024	A		*	*	*

PR numbers

PR numbers
?:with 7J3
?:or ?::with 9S8
?:or ?::with 9S9

Q3 with FPK2+ from CW 13/24

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F3*	2025	A		*	*	*

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0017 - Instrument cluster	*	*	*83A*.920.790.H*	*
0017 - Instrument cluster	*	*	*83A*.920.890.H*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Updated models/model years) Revised <i>Service</i> (Updated verbiage throughout) Revised <i>Warranty</i> (Updated labor operations)
2	05/31/2024	Revised <i>Service</i> (Updated production date path) Revised <i>Warranty</i> (Updated warranty table)
1	08/25/2023	Initial publication

Customer states:

- The following message appears in the display of the virtual cockpit: "Instrument cluster: fault. Limited warning messages. Please contact workshop".
- Customer may have observed the display of the virtual cockpit unexpectedly rebooting.

Workshop findings:

The following DTC is stored (static) in the Audi virtual cockpit -J285- (address word 0017):

- DTC B174404** Faulty multi-function display; symptom code 10485834.

Technical Background

There is a hardware issue in the Audi virtual cockpit.

Production Solution

Optimized hardware for the integrated graphics module at the graphic module manufacturer.

Optimized hardware in the Audi virtual cockpit was implemented on September 30, 2024 (09/30/2024) of the Audi virtual cockpit

Service

- In your warranty claim notes document the production date of the instrument cluster. To do so:
 - Using Self Diagnosis: Select diagnostic address 17.
 - Use the control module OBD drop down and select "Identification".
 - Click "show expanded identification".
 - Expand the "Fazit identification" and document "Day of manufacture".

2. If the production date of the cluster is **BEFORE** 09/30/2024, then this TSB applies, and the Audi virtual cockpit must be replaced.

Warranty

Claim Type:	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 install/replace instrument cluster	9025 xxxx	See SRT with associated operations
	Self-diagnosis (document production date)	0129 0050	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2071281/2		

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.

Additional Information

All part and service references provided in this TSB (**2071281**) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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