



Technical Service Bulletin

90 Instrument cluster warning: "Fault: Limited warning messages...", DTC B174404

90 23 38 2071281/1 August 25, 2023.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 2021 – 2024	All	Virtual Cockpit
A4, A4 allroad, S4, and e-tron Sportback quattro	2020 – 2024		
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, and S5 Sportback	2020 – 2023		
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2024		
RS5, and RS 5 Sportback	2021 – 2023		
A7 e quattro	2021 – 2022		
A8 e quattro	2021		
A3, S3, RS 3, and e-tron S quattro	2022 – 2024		
e-tron GT, and RS e-tron GT	2022 – 2023		

Condition

Customer states:

- The following message appears in the display of the virtual cockpit: "Instrument cluster: fault. Limited warning messages. Please contact workshop".



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- Customer may have observed the display of the virtual cockpit unexpectedly rebooting.

Workshop findings:

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

- **DTC B174404** - Faulty multi-function display.

Technical Background

There is an intermittent malfunction within the graphics module of the Audi virtual cockpit.

Production Solution

Optimized hardware for the integrated circuit in the graphics module.

Service

- If the customer concern and DTC match the above descriptions, document the production date of the instrument cluster and then replace the instrument cluster.
- In the claim notes, document the TSB number and the production date of the cluster.
- To read out the production date of the cluster, use the following steps: *Self-diagnosis (OBD) → Address: 0017 System name: 0017 – Instrument cluster → Identification: → Production date:*.

Warranty

Claim Type:	• 110 Up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Self-diagnosis (document production date)	0129 00xx	See SRT with associated operations
	Remove and install/replace instrument cluster	9025 55xx	See SRT with associated operations



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Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 100 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 2071281/1		

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.

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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