Technical Service Bulletin

96 Time display in the instrument cluster and infotainment is fast or slow

96 19 46 2052836/3 November 12, 2019. Supersedes Technical Service Bulletin Group 96 number 19-44 dated October 22, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5, A5 Cabriolet	2018	All	Analog Instrument Cluster
A5, A5 Cabriolet	2019	A000001 – A029999 Or N000001 – N004668	Analog Instrument Cluster
Q7	2017 – 2018	All	Analog Instrument Cluster
Q7	2019	000001 - 032008	Analog Instrument Cluster

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
3	-	Revised header (Updated VIN breaks) Revised *Service* (Clarified diagnosis procedure)
2	10/22/2019	Revised header (Updated models) Revised *Service* (Added Note) Revised *Warranty* (Added Labor Operations) Revised *Required Parts and Tools* (Added table)
1	11/05/2018	Initial publication

Customer states:

- The clock is slow or loses time over a period of a week or two resulting in the clock being off by several minutes.
- This is found only in MMI systems without navigation, with the time master being the cluster.

Technical Background

A deviation of the accuracy of the quartz-controlled clock in the instrument cluster and infotainment display can deviate ± 1 second per day. This amounts to half a minute per month and is permissible.

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Production Solution

Optimized parts in current series.

Service

Check the accuracy of the quartz-controlled clock with a precise clock (we suggest https://www.time.gov/) for several days (e.g. over a weekend). The vehicle should remain locked and not entered during the period of the test.

Scenario 1 Below or ± 1 second per day:

- If the deviation is ± 1 second per day or less, the quartz-controlled clock operates within the specification. Therefore no further repairs are necessary. Repairs cannot be accounted under warranty.

Scenario 2 Above ± 1 second per day:

If the test with another clock shows a deviation above the permissible guidelines of ± 1 second per day, follow the steps below:

- Using ODIS- right click on 17 Dash Board and select control module OBD.
- Select adaptation/parameter.
- Find source for synchronization of time.
- Change the source from internal clock to GPS.
- Select apply and enter login code 20103 to store.
- Disconnect the diagnostic head and close the hood, trunk, and doors then lock the vehicle for 15 minutes.
- Unlock the vehicle and go into date and time again to set the date and time using a known good source.

Note:

The above only applies to PR Code I8S. For PR Code I8E replacing the instrument cluster is necessary.

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only.

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Service Number:	9025		
Damage Code:	0040		
Labor Operations:	Instrument cluster replace **(PR Code I8E only)**	9025 5500	See SRT
	OR		
Diagnostic Time:	GFF - **(PR Code I8S only)**	0150 0000	Time stated on the diagnostic protocol (Max 80 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2052836/3		

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.

Note:

Can only claim the replacement of the instrument cluster or the diagnosis.

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
8W6920870 * Or 4M0920870 *	Instrument Cluster	01

Additional Information

All part and service references provided in this TSB (2052836) are subject to change and/or removal.

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