



Technical Service Bulletin

90 Instrument cluster: clinking or whirring noise during notification sounds

90 20 43 2059071/1 April 3, 2020.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------------|
| A3, S3 | 2019 | 000257 - 016491 | MED- or COLOR-Instrument Cluster |

Condition

Customer states:

- A clinking or whirring noise is heard from the instrument cluster when a notification/operational sound is played.

Workshop findings:

- The workshop can confirm the noise is from the instrument cluster, for example when the blinkers are active or when a notification sound like “key reminder” or “seat belt reminder” is played.

Technical Background

The instrument cluster has a bug in the sound generation routine.

Production Solution

New software in the instrument cluster control module, J285 (address word 0017) fixes the problem.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.



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2. Make sure that the vehicle's key is held or taped to the key reader coil (Figure 1) during the update process.



Figure 1. Key reader coil location.

3. Update the instrument cluster control module, J285 (address word 0017) using the SVM action code as listed in the table below, if necessary:

| Model | Old Software Part Number | Old Software Version | New Software Part Number (or higher) | New Software Version (or higher) | SVM Code Input |
|-------|--------------------------|----------------------|--------------------------------------|----------------------------------|----------------|
| A3 | * | 2601 2603 | * | 2800 | 17A031 |

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: | Software Update (Includes checking for DTCs) | 0151 0000 | Time stated on the diagnostic |



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| | | | |
|-------------------------|--|--------------|----------------------|
| | | | protocol (Max 75 TU) |
| Diagnostic Time: | GFF | No allowance | 0 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 #2059071/1 | | |

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2059071) 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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