



# Technical Service Bulletin

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## 90 Noise from the area around the instrument cluster

90 20 45 2059335/1 April 24, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2011 - 2021	All	Not Applicable

## Condition

### Customer states:

- Noises from the installation area of the instrument cluster.

## Technical Background

Parts of the dash panel, such as air ducts/vents, control module holder, MMI screen, trims, covers, wiring harness, cable guides or the dash panel itself can resonate to vibrations of the engine or, with the respective vibration from the surface, the road surface. The customer often notices this as noises from the instrument cluster, particularly if there are relative movements between parts that are applied directly to the instrument cluster.

## Production Solution

Improved noise dampening.

## Service

It needs to be determined whether the noise is caused by the instrument cluster itself.

To do so, remove the instrument cluster and check it as follows:

- 1) Shake the instrument cluster in all directions and listen for noise. If you cannot hear any unusual noise, the instrument cluster must not be replaced.
- 2) The dash panel area is to be checked for loose bolts, brackets, cables or other parts that may have been vibrating. Possible loose parts are to be secured, fastened, felt-taped on or, if necessary, replaced.



### Note:

Claims for replaced parts will be subject to review.



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## Warranty

<b>Claim Type:</b>	Use applicable claim types. If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	Use the service number of the casual part. Only use the instrument cluster's service number if that was the casual part!		
<b>Damage Code:</b>	0020		
<b>Labor Operations:</b>	Remove and install instrument cluster	9025 19XX	See SRT
	Check instrument cluster	9025 0199	10 TU
	Check dash panel	7018 0199	10 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol (Max 20 TU)
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2059335/1		

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 (2059335) 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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