



Technical Service Bulletin

PSS 90 Instrument cluster clock and trip odometer reset to midnight or zero

90 20 76 2060249/3 October 16, 2020. Supersedes Technical Service Bulletin Group 90 number 20-71 dated September 30, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2020 - 2021	All	FPK

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added MY21 vehicles)
2	09/30/2020	Revised header (Updated vehicles)
1	07/17/2020	Initial publication

Customer states:

The clock and trip odometer sporadically reset to midnight or "0:00" (Figure 1).



Figure 1. The clock and trip odometer reset to 0 or 0:00.

Technical Background

A shutdown issue leads to the cluster resetting itself sporadically.



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Production Solution

This bulletin will be updated when more information is available.

Service

1. Explain to the customer that a solution is forthcoming for the 3rd quarter of 2021 and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*), or through the Technical Assistance page in Elsa.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (2060249) 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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