



Technical Service Bulletin

90 Instrument cluster: trip odometer and/or clock sporadically resets to zero - MY20

90 21 26 2062368/4 November 24, 2021. Supersedes Technical Service Bulletin Group 90 number 21-18 dated October 25, 2021 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|------|-----------|----------------------------|
| Q3 | 2020 | All | Digital Instrument Cluster |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 4 | - | Revised <i>Service</i> (Corrected SD Creator Part Number) Revised <i>Required Parts and Tools</i> (Corrected SD Creator Part Number) |
| 3 | 10/26/2021 | Revised <i>Service</i> (Corrected SVM Code) |
| 2 | 08/19/2021 | Revised title (Added applicable model year to title) Revised <i>Service</i> (Updated SVM Code and SD Creator Part Number) Revised <i>Required Parts and Tools</i> (Updated SD Creator Part Number) |

Customer states:

- The trip odometer and/or the clock in the instrument cluster sporadically reset to zero (Figure 1).



Figure 1. Clock and trip odometer reset to zero.



Technical Service Bulletin

Technical Background

A software issue in the instrument cluster can cause it to reset on start-up clearing the clock and trip odometer.

Production Solution

Not applicable.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2060249: *PSS 90 Instrument cluster clock and trip odometer reset to midnight or zero.*

Required equipment:

- ODIS Tester.
- SVM code.
- Instrument cluster software update on SD Card (*see Required Parts and Tools* or download the software from MirrorServer using the SD Creator Program).

Time to complete update:

- Approximately 30-60 minutes (includes 20-50 minutes for the software update and 10 minutes for the SVM work).

Service work:

- Affix the vehicle key to the key reader coil before starting the update (for example with adhesive tape), then turn on the ignition (Figure 2).



Figure 2. Key reader coil location.



Technical Service Bulletin

- Update the instrument cluster using either Method 1 or Method 2 according to TSB 2056558: *91 MIB2+ Software Update Instructions* use SVM code FPKWW4310.

**Note:**

The display of the instrument cluster might be completely black during the update. This is normal. The display content reappear after the update is completed.

Method 1: Automated update using ODIS.

Method 2: Manual update due to SVM code or Server issues.

| Vehicle | SD Creator Part Number | SVM Code |
|---------|------------------------|-----------|
| Q3 | 83A906961G | FPKWW4310 |

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 | See TSB #2056558 |
| 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 #2062368/4 | | |

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.

Required Parts and Tools

| Model | SD Card | Quantity |
|-------|---------|----------|
|-------|---------|----------|



Technical Service Bulletin

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|----|------------|----------------|
| Q3 | 83A906961G | 01 (Shop tool) |
|----|------------|----------------|

Additional Information

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

- TSB 2011732, *00 Software Version Management (SVM), operating instructions.*
- TSB 2056558, *91 MIB2+ Software Update Instructions.*
- TSB 2047812, *00 SD Creator: how to set up and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*

All part and service references provided in this TSB (2062368) 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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