



Technical Service Bulletin

90 Instrument cluster: call cannot be ended via the steering wheel button, Amazon Music symbol is not fully visible
90 22 72 2067331/1 June 16, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2022	All	Digital Instrument Cluster

Condition

Customer states:

- Occasionally, a phone call cannot be ended by using the multi-function steering wheel buttons.
- It is always possible to end the call via the MMI.
- When using Amazon Music, the Amazon Music symbol on the instrument cluster screen is sporadically not completely visible.
- This complaint resolves itself with a bus sleep cycle.

Workshop findings:

- No relevant DTCs are stored.
- Both complaints occur sporadically and may not be reproducible in the workshop.

Technical Background

A software-related issue may cause the complaints listed above.

Production Solution



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Improved instrument cluster software implemented in production.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the Instrument Cluster –J285- (Diag. addr. 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	83A920700E 83A920704D 83A920800E	6170	83A920700E 83A920704D 83A920800E	6181	17A044

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 of any warranty, this Technical Service Bulletin is informational only.
Service Number:	9025



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Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 125 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 2067331/1		

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 (**2067331**) 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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