Technical Service Bulletin

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

90 22 76 2064301/3 July 11, 2022. Supersedes Technical Service Bulletin Group 90 number 22-47 dated January 28, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2021	All	With FPK

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised service (updated table)
2	03/05/2022	Revised service (corrected update table)
1	08/19/2021	Initial publication

Customer states:

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

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Figure 1. Clock and trip odometer reset to zero.

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 2062440: *PSS 90 Instrument cluster clock and trip odometer reset to midnight or zero – MY21.*

Required equipment:

- ODIS Tester.

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- SVM code.

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.

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

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

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

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
Q3	83A920700C 83A920800C	5165	83A920700C 83A920800C	5200	17A038
	83A920700D 83A920800D 83A920704B	5320 5330	83A920700D 83A920800D 83A920704B	5400	

Warranty

Claim Type:	• 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 100 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 2064301		

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 (**2064301**) 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.