



# Technical Service Bulletin

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## 91 PSS MIB3: Q4 - noises from center speaker

91 25 04 2076401/1 January 16, 2025.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2024	All	Not Applicable

### Condition

**This PSS applies to MY 2022 – 2024 Q4.**

#### Customer states:

The customer complains that a cracking noise can be heard in the front center loudspeaker (in the dash panel) as soon as the ignition is switched on. The noise occurs twice in quick succession at regular intervals of approx. 6-7 seconds and is perceived as a “tock tock” noise.

Sequence of cracking noises:

Tock tock (in quick succession)

Interval of 6-7 seconds

Tock tock (in quick succession)

Interval of 6-7 seconds

#### Workshop findings:

The customer complaint is 100% reproducible.

### Technical Background 1

The “tock tock” noise is caused by the self-diagnosis of the center speaker by the emergency call module control unit J949. Interaction of the software diagnosis and component tolerances leads to the noise observed.

### Production Solution

New software in series production in Q2/2024.

### Service

#### Model Years 2022 and 2023

1. Explain to the customer that a solution is expected to be available by the end of the 3<sup>rd</sup> quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer’s concern.



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3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

## Model Year 2024

1. Explain to the customer that this matter is being reviewed and you will be advised if any action is determined to be needed. A result should be available by the end of the 1<sup>st</sup> quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

## Warranty



### CAUTION

Replacing parts or attempting repairs will not fix the problem. Unjustified labor/replacement parts will be debited. Invoicing under warranty is not permitted.

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

## Additional Information

All part and service references provided in this TSB (**2076401**) 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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