

## Vehicle-specific service

<b>Topic</b>	91 PSS MIB3: Q4 - noises from center speaker
<b>Market area</b>	United States 444 Volkswagen of America, Inc. (6444)
<b>Brand</b>	Audi
<b>Transaction No.</b>	2076401/2
<b>Level</b>	EH
<b>Status</b>	Released for publishing
<b>Release date</b>	Apr 14, 2025

## Vehicle data

### Q4 My 22-24

#### Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
F4*	2022	A		*	*	*
F4*	2023	A		*	*	*
F4*	2024	A		*	*	*

#### Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	FZ	*	P	*	000001	999999		
WA1	*	FZ	*	R	*	000001	999999		
WA1	*	FZ	*	N	*	000001	999999		

#### Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0075 - Emergency call module and communication unit	10A.035.284.C	0436	10A.035.284	H15
0075 - Emergency call module and communication unit	10A.035.284.C	0436	10A.035.284	H17
0075 - Emergency call module and communication unit	10A.035.284.F	0442	10A.035.284	H15
0075 - Emergency call module and communication unit	10A.035.284.F	0442	10A.035.284	H17
0075 - Emergency call module and communication unit	11A.035.285.B	0292	11A.035.285	H17

## Documents

<b>Document name</b>
master.xml

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated expected ETAs)
1	01/16/2025	Initial publication

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

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

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.
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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