

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
e-tron, and e-tron Sportback	2021 – 2022	All	0017 – Instrument cluster Software version: 0053
e-tron GT, and RS e-tron GT	2022		0055 0056 0111

REVISION HISTORY

Revision	Date	Purpose
2	-	Revised title (Updated verbiage) Revised <i>Service</i> (Updated verbiage throughout) Revised <i>Warranty</i> (Updated warranty table)
1	01/21/2022	Initial publication

Customer states:

- When the turn signal is activated, the sound issued from the internal loudspeaker of the Audi virtual cockpit is very loud on rare occasions. The volume is then approximately twice as loud as usual.

Technical Background

Software bug in Audi virtual cockpit.

Production Solution

Optimized software for the Audi virtual cockpit has been implemented in current series production.

Service

Measure for vehicles of model year 2021 with software 0053, 0055 or 0056 in the Audi virtual cockpit

Update the Audi virtual cockpit (diagnostic address 0017) to **software version 0058** using **SVM code 17A040**.

Use the FMC (flash media creator) and **part number 4N0 906 961 AQ** to download the software onto a **USB stick** that complies with the USB 2.0 specification.

Start the update on the workshop tester by selecting “**flash**” and entering the specified SVM code. When the following (or similar) appears while you are running the program: “... please insert update medium with the following part number...”, insert the USB stick into a USB port in the vehicle which is suitable for data transmission.

If the message "...Hold the vehicle key to the transponder..." (or similar) subsequently appears while the program is running, place the vehicle key so that it makes full surface contact against the marking provided in the center console until the Audi virtual cockpit shows that the update process has started, and keep the key in this position until the update process is completed.

Measure for vehicles of model year 2022 with software 0111 in the Audi virtual cockpit

Update the Audi virtual cockpit (diagnostic address 0017) to **software version 0115** using **SVM code 17A040**.

Use the FMC (flash media creator) and **part number 4KE 906 961 N** to download the software onto a **USB stick** that complies with the USB 2.0 specification.

Start the update on the workshop tester by selecting "**flash**" and entering the specified SVM code. When the following (or similar) appears while you are running the program: "... please insert update medium with the following part number...", insert the USB stick into a USB port in the vehicle which is suitable for data transmission.

If the message "...Hold the vehicle key to the transponder..." (or similar) subsequently appears while the program is running, place the vehicle key so that it makes full surface contact against the marking provided in the center console until the Audi virtual cockpit shows that the update process has started, and keep the key in this position until the update process is completed.

Warranty

Claim Type:	<ul style="list-style-type: none"> If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9025		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0010	See SRT with associated operations
	Software Update	0151 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2065789/2		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Try to reproduce the customer complaint (based on the description/cause of the issue), so that it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, chassis number, engine/motor, gearbox code, PR number(s), part number, software version, code, etc.) apply exactly. Otherwise, this solution will not eliminate the problem and repeat repairs may be necessary. In such a case, the warranty claim may be rejected, and the cost of the parts may be charged back.

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 2060523: *91 MIB3 Software Update Instructions.*

- TSB 2047812: *00 FMC: how to set up and use the FMC for obtaining vehicle software updates (SD Creator decommissioned)*.

All parts and service references provided in this TSB (**2065576**) 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.

©2026 Audi of America, LLC / Audi Canada Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, LLC / Audi Canada Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.