



# Technical Service Bulletin

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**90 Instrument cluster: displayed call list and/or media list is not displayed, "No entries available" appears; U105400**

90 24 82 2073608/1 April 5, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, S3, and RS 3	2023 - 2024	All	Not Applicable

## Condition

### Customer statement:

The selected call list and/or media list is only displayed in the instrument cluster for a few seconds. The list is then discarded and **"No entries available"** appears on the instrument cluster display.

### Workshop findings:

The workshop can reproduce the fault and discovers that there are emojis (small symbols or pictograms such as smileys, everyday objects, etc.) in the displayed lists.

The following DTC is stored in the instrument cluster J285 (address word 0017).

- **DTC U105400** Information electronics control module 1, no communication

## Technical Background

Software issue in instrument cluster.

## Production Solution

Optimized software in production with model year 2025.

## Service

### SVM Update Instructions



**Always use DoIP when flashing a control module via ODIS in supported vehicles. To Activate DoIP, select Administration>>General>>GFF Process>>DoIP communication>>Only allow DoIP communication. This setting will automatically reset when the diagnostic session is ended. You can tell if DoIP is active by observing a red LED on the VAS 6154(A)**

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



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

Software Part Number SW – HW part number	Software Version	New Software Version (or higher)	SVM Code Input
8Y0920700C - 8Y0920700C	7362, 7364, 7370	7380	17A049
8Y0920700J - 8Y0920700C	7370		
8Y0920800C - 8Y0920800C	7362, 7364, 7370		

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"> <li>• 110 up to 48 Months/50,000 Miles.</li> <li>• G10 for CPO Covered Vehicles - Verify Owner.</li> <li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9025		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0060	Time stated on the diagnostic protocol (Max 100 TU)
<b>Diagnostic Time:</b>	GFF (included above)	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
<b>Claim Comment:</b>	As per TSB 2073608/1		

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

All part and service references provided in this TSB (**2073608**) 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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