

Condition

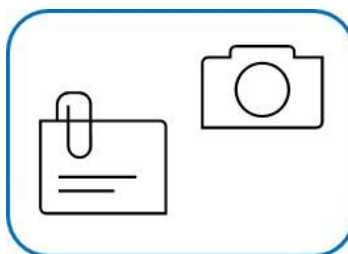
Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2011 – 2027	All	Not applicable

REVISION HISTORY

Revision	Date	Purpose
7	-	Revised header (Add model year) Revised <i>Service</i> (Updated verbiage) Revised <i>Warranty</i> (Updated table)
6	02/17/2026	Revised header (Add model year) Revised <i>Condition</i> (Added model table, added documentation note)
5	04/11/2024	Revised header (Add model year)

Customer states:

- Noises from the installation area of the instrument cluster.



Documentation Required

Technical Background

Parts of the dash panel, such as air ducts/vents, control module holder, MMI screen, trims, covers, wiring harness, cable guides or the dash panel itself can be made to vibrate by the combustion engine or – depending on the road surface – the running gear. The customer often registers this as noises from the instrument cluster – particularly if there are relative movements between parts that make direct contact with the instrument cluster and the instrument itself.

Production Solution

Ongoing noise optimization.

Service

Check whether the unpleasant noise is caused by the instrument cluster itself. To do so, remove the instrument cluster and check as follows:

1. Shake the instrument cluster in all three directions to confirm that there are no loose parts. If there are no loose parts, the instrument cluster must not be replaced.
2. Check the dash panel area for loose bolts, brackets, cables, or other parts that have been vibrating. Secure or apply backing or felt to any loose parts or replace them if necessary.



NOTICE

Claims for replaced parts will be subject to review.

When billing, please always attach a video that clearly shows the complaint to DOC-IT. To ensure a reference to the vehicle, the video must include the VIN and date. Please ensure that the video documentation does not show any persons and/or faces, vehicle registration numbers (number plates) or customer data.

Warranty

Claim Type:	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	Cause 1: internal noise from instrument cluster		
	9025		
Damage Code:	0020		
	The cost of replacing the instrument cluster unnecessarily will be charged back.		
Labor Operations:	Remove and install instrument cluster	9025 19XX	See SRT with associated operations
	Check instrument cluster	9025 0199	10 TU
	Check dash panel	7018 0199	10 TU
	GFF	0150 0060	Time stated on the diagnostic protocol
	Invoice repair work performed in the dash panel area according to time required.		
Service Number:	Cause 2: Noise from dash panel/attached parts In the event of noises caused by dash panel parts , use the service number of the part which caused the noises for invoicing and <u>NOT</u> the service number of the instrument cluster , even if you attached felt to the instrument cluster.		
Damage Code:	Cause 2: based on findings		
Claim Comment:	As per TSB 2059335/7		

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.

Additional Information

All part and service references provided in this TSB (**2059335**) 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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