

Technical Service Bulletin

Topic	90 Instrument cluster: displayed call list and/or media list is not displayed, "No entries available" appears; U105400
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2073608/2
Level	EH
Status	Released for publishing
Release date	Feb 14, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0017 - Instrument cluster	U105400: Information Electronics Control Module 1 No communication		Intermittent

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> telephone operation -> call lists	functionality -> gives incorrect reading	
information, navigation, communication, entertainment -> address book	functionality	
information, navigation, communication, entertainment -> instrument cluster, displays, screens	functionality	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> faulty	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> misfire	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> partially out of order	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> instrument displays -> instrument cluster display	functionality -> gives incorrect reading	
information, navigation, communication, entertainment -> instrument displays	functionality	
information, navigation, communication, entertainment -> instrument cluster, displays, screens -> instrument cluster	functionality -> operation sequence incorrect	
information, navigation, communication, entertainment -> media playback	functionality	

Vehicle data

A3

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
8Y*	2023	A		*	*	*
8Y*	2024	A		*	*	*

PR numbers

PR numbers
? :with 7J2
? :or ? :with 9S1

Control units

Diagnostic address	Software part number	Software version	Hardware part number	Hardware version
0017 - Instrument cluster	*	7364	*	*
0017 - Instrument cluster	*	7362	*	*
0017 - Instrument cluster	*	7370	*	*

Documents

Document name
master.xml
reparaturtiefebeachten.jpg



Connection offline

Technical Service Bulletin

Transaction No.: **2073608/2**

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Release date: Feb 14, 2025

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated instructions and SVM code) Revised <i>Warranty</i> (Updated warranty table)
1	04/05/2024	Initial publication

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, intermittent, symptom 16777020.

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. Start the update on the workshop tester by selecting **"flash"** and entering the specified SVM code. Follow the instructions on the tester.
2. Update the instrument cluster (diagnostic address 0017) to **software version 7391** with **SVM code 17A051**

Warranty

Claim Type:	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 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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