

# Technical Service Bulletin



## 28 Fault stored in access start authorization control unit (DTC 02811)

28 13 22 2028419/2 November 15, 2013. Supersedes Technical Service Bulletin Group 96 number 12-28 dated January 27, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2009-2010	All	Not Applicable
A5	2008-2010	All	Not Applicable
Q5	2009-2010	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised title Revised header data (added DTC) Revised entire bulletin for clarity
1	1/27/2012	Initial publication

- The following DTC is present in the access start authorization control unit, J393 (address word 05), and cannot be cleared:
  - **DTC 2811:** Control unit for steering column lock (electronic steering column lock) - incorrect
- The DTC appears under one of the following circumstances:
  - The *original* electronic steering column lock control unit, J764, is installed. The original control unit has never been replaced.
  - A *replacement* electronic steering column lock control unit, J764, has been installed.

## Technical Background

Before a replacement electronic steering column lock control unit, J764, is installed, the software of the access start authorization control unit, J393, must be updated due to a diagnostic software error that prevents the DTC from being cleared.

## Production Solution

Optimized software was placed in to production.

## Service



**Tip:** Read entire *Service* section before proceeding. If a J393 control unit software update is required, the software must be updated before the replacement J764 control unit is installed.

If a replacement J764 control unit has already been installed, but the J393 control unit software was not updated first, the J764 control unit must be replaced again after the J393 control unit software update is performed.

1. Find the software part number of the J393 control unit, and proceed with the corresponding instructions (note that "X" is a generic placeholder):
  - If part number is **8K0 907 064 X** or **8K0 907 064 XX**, proceed to step 2.
  - If part number is **8K0 907 289**, Proceed to step 4.
2. Review the SVM chart below for the part number:
  - If the J393 control unit software version is less than the New Software Version listed, update the software using the SVM Update Instructions.
  - If the J393 control unit software version is equal to the New Software Version listed, do not update the software. Proceed to step 3.

### SVM Update Instructions

Follow all instructions in TSB 2011732, *00 Software Version Management (SVM), operating instructions*. Update the J393 control module using the SVM action code as listed in the table below. After the update, proceed to step 5.

Software Part Number	Old Software Version	New Software Version	SVM Action Code
8K0 907 064 X	All	252	B846A006
8K0 907 064 AX	All	252	B846A006
8K0 907 064 BX	<230	252	B846A006
8K0 907 064 DX	<322	327	B846A006



**Tip:** The vehicle bus must stay awake during the update. To ensure that it does, activate the hazard lights during the update.

SVM updates must only be performed using the USB wired connection to the VAS 5054 diagnostic head. The Bluetooth wireless connection must be disabled (Figure 1) to ensure that ODIS only uses the wired connection.



**Figure 1.** The Bluetooth wireless connection is disabled via the software switch (A) in the Windows taskbar.

3. For parts numbered **8K0 907 064 X** or **8K0 907 064 XX**, replace the J393 control unit if it *could not* be

updated. Reference TSB 2024111, *57 Replaced Comfort System control unit (BCM2) cannot be coded*, for the SVM code needed for parameterization of the new control unit. After replacing the control unit, proceed to step 5.

4. For parts numbered **8K0 907 289**, replace the J393 control unit because there is no software update for this part number. Reference TSB 2024111, *57 Replaced Comfort System control unit (BCM2) cannot be coded*, for the SVM code needed for parameterization of the new control unit. After replacing the control unit, proceed to step 5.
5. Install the replacement electronic steering column lock control unit, J764.

# Technical Service Bulletin



## Warranty

<b>Claim Type:</b>	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	2810 – For replacement of electronic steering column lock control unit, J764 5789 – For update/replacement of access start authorization control unit, J393		
<b>Damage Code:</b>	0010 – For replacement of electronic steering column lock control unit, J764 0039 – For update/replacement of access start authorization control unit, J393		
<b>Labor Operations:</b>	<b>For replacement of electronic steering column lock control unit, J764:</b>		
	Charge battery	2706 8950	10 TU
	Height adjustable column tube remove + reinstall	4818 1900	110 TU
	Steering lock replace	2810 5550	10 TU
	SVM coding and parameterization and immobilizer adaptation	0150 0000	Time stated on diagnostic protocol (Max 60 TU)
	Radio remote control sender re-learn + test	5785 0299	15 TU
	<b>For update of access start authorization control unit, J393:</b>		
	Charge battery	2706 8950	10 TU
	SVM update	0150 0000	Time stated on diagnostic protocol (Max 60 TU)
	Radio remote control sender re-learn + test	5785 0299	15 TU
	<b>For replacement of access start authorization control unit, J393:</b>		
	Comfort system central control module (access start authorization control unit) replacement	5789 5500	40 TU
	SVM coding and parameterization and immobilizer adaptation	0150 0000	Time stated on diagnostic protocol (Max 60 TU)
	Radio remote control sender re-learn + test	5785 0299	15 TU
	<b>Diagnostic Time:</b>	GFF	No allowance

# Technical Service Bulletin



	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
<b>Claim Comment:</b>	As per TSB #2028419/2		

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.

## Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732: *00 Software Version Management (SVM), operating instructions*
- TSB 2024111: *57 Replaced Comfort System control unit (BCM2) cannot be coded*

All parts and service references provided in this TSB (2028419) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.