

# Technical Service Bulletin



## 27 Cruise control sporadically does not work, set button jams

27 13 20 2033524/2 December 3, 2013. Supersedes Technical Service Bulletin Group 27 number 13-17 dated April 5, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4/S4/allroad (Ingolstadt)	2012	000001 - 999999	Not Applicable
A4/S4/allroad (Ingolstadt)	2013	000001 - 204430	Not applicable
A4/S4 (Neckarsulm)	2012	000001 - 999999	Not Applicable
A4/S4 (Neckarsulm)	2013	000001 - 039674	Not applicable
A5/S5/RS5	2012	000001 - 999999	Not Applicable
A5/S5/RS5	2013	000001 - 057638	Not applicable
A5/S5 Cabriolet	2012	000001 - 999999	Not Applicable
A5/S5 Cabriolet	2013	000001 - 011572	Not applicable
A6/S6/A7	2012	000001 - 999999	Not Applicable
A6/S6/A7	2013	000001 - 110809	Not applicable
Q5	2012	000001 - 999999	Not Applicable
Q5	2013	000001 - 066479	Not applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Added MY12)
1	4/5/2013	Initial publication

### Customer Complaint:

- Cruise control deactivates sporadically or cannot be activated.
- A new set speed cannot be saved.
- 'Set' button on cruise control stalk does not work.

### Workshop Findings:

One of the following DTCs is present in the vehicle:

- **DTC U111300** (Restricted function because of received error value) stored in engine control module, J623 (address word 01).
- **DTC P056800** (cruise control switch E45, implausible signal) stored in engine control module, J623 (address word 01).
- **DTC B115407** (CCS Switch mechanical malfunction) stored in steering column electronics control module, J527 (address word 16).

## Technical Background

Incorrect tolerances of cruise control 'Set' button.

## Production Solution

Revised tolerances of cruise control 'Set' button.

## Service

Replace the steering column multi-switch.

# 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>	2783		
<b>Damage Code:</b>	0010		
<b>Labor Operations:</b>	Remove / Reinstall Steering Wheel	4810 1900	40 TU
	Replace Cruise Control Switch	2783 1950	30 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on diagnostic protocol (Max 20 TU)
	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 #2033524/2		

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.

## Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA	Steering Column Multi-Switch	1

## Additional Information

All parts and service references provided in this TSB (2033524) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.