Technical Service Bulletin

PSS 96 Lane Change Assistant "Sensors Blocked" warning in DIS

96 13 60 2033943/1 May 23, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4/S4	2013	All	Lane Change Assistant
allroad	2013		
A5/S5/RS 5	2013		

Condition

Customer complaint:

- Audi Lane Change Assistant (Side Assist) deactivates or is sporadically inoperative when the vehicle is driven in slow-moving, stop-and-go traffic or when it is driven for long periods of time on open roads that have no traffic.
- A warning message is seen in the instrument cluster driver information system stating “Audi side assist unavailable: Sensors blocked”.

Figure 1. *Audi Side Assist warning in DIS*

- The system is able to be activated approximately ten minutes after the traffic condition is removed, or after an ignition cycle.

Workshop findings:

- Audi Lane Change Assistant can be activated without issue.
- No obstructions can be found.
- One or both of the following DTCs is stored in the Lane Change Assistance control module, J769 (address word 3C):
  - **DTC C1114F3** (Lane change assistance control module Restricted view Sporadic)
  - **DTC C1115F5** (Lane change assistance control module 2 Restricted view Sporadic)
- No damage is found to the rear bumper area, inside and outside (Figure 2) (If any damage is found, it is not covered under warranty).

Figure 2. *Mounting bracket for one of the ECUs.*

- The control unit mounting brackets are securely fastened to the lower rear bumper, and they are not lose or broken (Figures 3 and 4).
  If a loose bracket is found, repair as necessary using the ElsaWeb Repair Manual. Submit a separate warranty claim, as this TSB does not cover this repair.

Figure 3. *Mounting bracket broken*

Figure 4. *Mounting bracket loose*

Technical Background

The software of the Lane Change Assistance control module can deactivate the Audi Side Assist system in certain normal driving conditions because the nature of these driving conditions make it difficult for the Audi Side Assist system to track vehicles. For example:

- When the vehicle is driven in stop-and-go traffic at low speeds for an extended period of time.
- When the vehicle is driven for a long distance on an open road without vehicles or other objects within the view of the radar system.

Production Solution

The software is being optimized to allow for improved performance.

Service

1. Erase DTC(s).
2. Diagnose the vehicle according to the instructions listed below. If customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is forthcoming and that no repairs are necessary at this point.
3. Do not replace any components for this condition since this will not resolve the customer's concern.
4. Create a PSS record in the PSS application via the hyperlink in Accessaudi.com (Figure 1) or Technical Assistance page in Elsa (Figure 2).

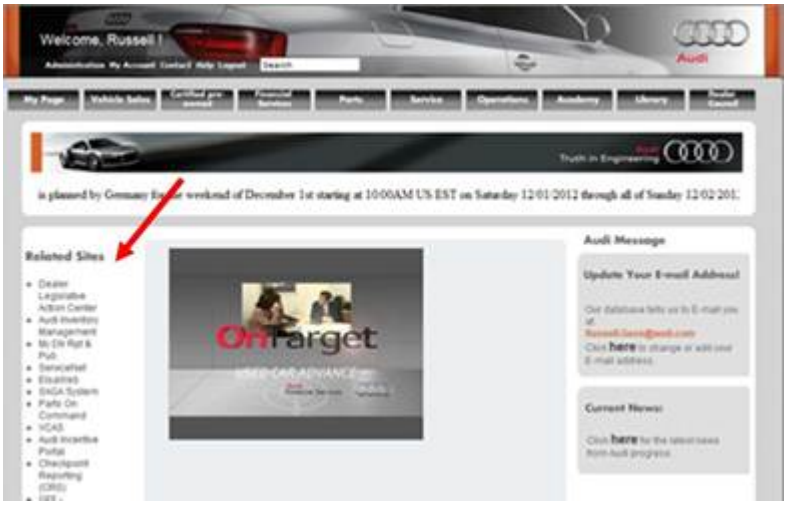

Figure 1. *Related Sites section on Accessaudi.com landing page*

Figure 2. *Technical Assistance page*

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9635		
Damage Code:	0039		
Diagnostic Time:	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)		
Claim Comment:	As per TSB #2033943/1		

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