

Technical Service Bulletin



96 Audi side assist "sensors blocked" warning in information panel (DTC C1114F3 and C1115F5)

96 15 94 2035047/4 March 27, 2015. Supersedes Technical Service Bulletin Group 96 number 13-79 dated December 5, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A5 Cabriolet, Q5	2013 - 2014	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Updated SVM code)
3	12/5/2013	Revised <i>Condition</i> (Revised description) Revised <i>Technical Background</i> (Revised description) Revised <i>Service</i> (Updated SVM table)
2	9/24/2013	Revised <i>Service</i> (Updated SVM table) Revised <i>Warranty</i> (Added labor operation)
1	8/26/2013	Initial publication

Customer Complaint:

- Audi side assist deactivates or is sporadically inoperative when the vehicle is driven in slow-moving stop-and-go traffic, especially on roads with multiple lanes.
- The message “Audi side assist unavailable: Sensors blocked” appears in the driver information panel (Figure 1).



Figure 1. Audi side assist warning in information panel.

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

Workshop Findings:

- One or both of the following sporadic DTCs is stored in the lane change assistance control module, J769 (address word 3C):
 - **DTC C1114F3** (Lane change assistance control module restricted view)
 - **DTC C1115F5** (Lane change assistance control module 2 restricted view)
- Audi side assist can be activated without issue.
- No obstructions can be found on the outside or inside of bumper.
- No rework of the bumper, such as paint re-spray, can be found.

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- The control module mounting brackets are securely fastened to the lower rear bumper, and no damage is found on the inside or on the outside rear bumper area (Figure 2).



Figure 2. Control module mounting bracket.

- The control module mounting brackets are not broken or loose (Figure 3 and Figure 4).



Figure 3. Broken mounting bracket.



Figure 4. Loose mounting bracket.



Tip: If a loose bracket is found, repair as necessary using the Elsa Repair Manual. This TSB does not cover this repair.



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Technical Background

In certain normal driving conditions, Audi side assist can automatically deactivate, and the driver information panel will show the “sensors blocked” message. This is normal behavior, as the nature of certain driving conditions can make it difficult for the Audi side assist system to track vehicles.

Examples of normal driving conditions during which the “sensors blocked” message may appear:

- When the vehicle is driven in heavy 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 view of the radar system.
- When there is heavy rain, snow, dirt, or debris build-up on the inside or outside of bumper.

Production Solution

Optimized software parameters for heavy traffic condition only.

Service

The software parameter update below will optimize the appearance of the “sensors blocked” message when the vehicle is driven in heavy stop-and-go traffic at low speeds. The updated parameter set will not remove the condition completely, as it is considered normal. Explain the *Technical Background* to the customer to prevent unnecessary repairs in the future.

1. SVM Update Instructions:

- Follow all instructions in 2011732: *00 Software Version Management (SVM), operating instructions*.
- Update the lane change assistance control module, J769 (address word 3C), using the SVM code as listed in the table below if necessary. Note that the allroad is the only vehicle that can receive a software update; all other models receive an updated parameter set only.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code
All models except allroad	8T0 907 566	0030, 0037	8T0 907 566	New Parameters Only (0030, 0037)	3CA013
	8T0 907 566 A	0040, 0047	8T0 907 566 A	New Parameters Only (0040, 0047)	
	8T0 907 566 B	0060	8T0 907 566 B	New Parameters Only (0060)	
	8T0 907 566 B	0071	8T0 907 566 B	New Parameters Only (0071)	
allroad only	8T0 907 566 B	0060	8T0 907 566 B	0071	

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2. Calibrate the lane change assistance control module using the instructions listed in the Elsa Repair Manual: *Repair Manual >> Electrical System >> Electrical Equipment >> 96 Interior Lights, Switches >> Diagnosis and Testing >> Lane Change Assistance Control Module, Calibrating.*

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		
Labor Operations:	Inspect bracket	9635 9999	10 TU
	Lane change assistance control module adjust	9635 1500	70 TU
Diagnostic Time:	GFF for software update	0150 0000	Time stated on diagnostic protocol (MAX 50 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure (if calibration was performed)	0121 0004	10 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 #2035047/4		

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.*

All parts and service references provided in this TSB (2035047) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.