



# Technical Service Bulletin

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## 34 Quattro Ultra (DTC U030000) stored in all wheel drive control module

34 17 23 2048671/1 August 21, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, A5, A5 Cabriolet, A5 Sportback, and Q5	2017 - 2018	All	Quattro Ultra

## Condition

### Customer may report:

- “All Wheel Drive Malfunction Message” is displayed in the instrument cluster

### Workshop Findings:

The following DTC is logged in the all wheel drive control module, J492 (address word 0022):

- **DTC U030000** (Internal Control Module Software Incompatibility active/static)

## Technical Background

Quattro Ultra Software error.

## Production Solution

Not applicable.

## Service



**Tip:** Check the software version number in the all wheel drive control module, J492 (address word 0022). If the software version number is 0004 or 0005 (Figure 1) then delete the fault entry. If the fault returns open a Technical Assistance Center (TAC) case and attach a copy of the diagnosis log.



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Address: 0022 System name: 22 - All-Wheel Drive Electronics Log versions: UDS/ISOTP (Ereignisse: 1)

☐ Identification:

Hardware part number:	0CJ927749
Part number:	80A927755
Hardware version number:	H01
Software version number:	0004
Production date:	13.02.2017
Coding:	<input type="checkbox"/> +
Coding:	11070000
Ability to flash:	Unknown
System name:	Q5_DL3_N_SD4
ASAM base version:	BV_AllWheelContrUDS
ASAM 2D/ODX data set:	EV_AWDCQUOD31
ASAM 2D/ODX data set version:	001048
ASAM/ODX control module version being used:	EV_AWDCQUOD31_001
Equipment code:	00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J492

☐ DTC memory entries:

**DTC memory entry**

Number:	U030000: Internal Control Module Software Incompatibility
Error type 2:	active/static
Symptom:	34397
Status:	01100101

Figure 1. Software Version Number

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	3481		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Clearing fault in All Wheel Drive Control Unit	3481 9999	30 TU
<b>Diagnostic Time:</b>	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 TU



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	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 #2048671/1

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 (2048671) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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