

Technical Service Bulletin

93 Vehicle does not start, message in instrument cluster "Drive: system error" (DTC P062F00)

93 17 08 2049391/1 November 14, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2017	All	e-tron

Condition

Customer Statement:

- The vehicle does not start.
- The message "Drive: system error. Safely turn off vehicle" appears in the instrument cluster.

Workshop Findings:

The following DTC is logged in the battery regulation control module, J840 (address word 008C):

• DTC P062F00 (control unit internal system error EEPROM)

Technical Background

The software needs to be updated and it will correct the error in EEPROM checksum.

Production Solution

New software implemented calendar week 19/2017, software version 0921 in battery regulation control module, J840 (address word 008C).

Service

SVM Update Instructions

- 1. Follow all instructions in TSB 2011732: 00 Software Version Management (SVM), operating instructions.
- 2. Update the battery regulation control module, J840 (address word 008C) using the SVM action code as listed in the table below, if necessary:

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Model	•		Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A3 e-tron	Not applicable	5Q0 915 182D	0911	5Q0 915 182D	0921	8CA002

Warranty

Claim Type:	 110 up to 48 Months/50,000 Miles. G10 for CPO Covered Vehicles – Verify Owner. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 					
Service Number:	9303					
Damage Code:	0039					
Diagnostic Time:	GFF – software update(s)	0150 0000	Time stated on diagnostic protocol (Max 30 TU)			
	Road test prior to service procedure	No allowance	0 TU			
	Road test after service procedure	No allowance	0 TU			
Claim Comment:	As per TSB #2049391/1					

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

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

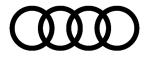
• TSB 2011732, 00 Software Version Management (SVM), operating instructions.

All part and service references provided in this TSB (2049391) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.

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