



# Technical Service Bulletin

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## 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	Engine and/or Transmission	Old Software Part Number	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

<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>	9303		
<b>Damage Code:</b>	0039		
<b>Diagnostic Time:</b>	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
<b>Claim Comment:</b>	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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