



Technical Service Bulletin

90 Vehicle does not start and no communication with the Gateway - Repair Authorization

90 19 09 2054314/1 March 13, 2019.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A6, A7, A8, Q5, Q7, and Q8	2019	All	Not Applicable

Condition

Customer states:

- The vehicle does not start.
- The instrument cluster does not turn on.

Workshop findings:

- No communication with the gateway module is possible.

Technical Background

A software error in the data bus on board diagnostic interface, J533 (address word 0019) may not allow the vehicle to start after the vehicle has gone to sleep.

Production Solution

Not applicable.

Service

Audi of America is requesting your cooperation in supplying us with technical information regarding this condition.

1. Verify the condition.
2. If the vehicle is within the New Vehicle Limited Warranty, contact a TAC consultant before proceeding. Please attach the DTC and diagnostic log to the TAC ticket.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.



Technical Service Bulletin

Additional Information

All part and service references provided in this TSB (2054314) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

©2019 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.