



Technical Service Bulletin

90 Vehicle does not start and there is no communication with the Gateway

90 19 10 2054355/1 March 18, 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 engine does not crank/start.
- The instrument cluster does not turn on.

Workshop findings:

- No communication between ODIS and the vehicle.

If communication is online, the following DTCs may be stored in the emergency call module and communication unit (ConBox), J949 (address word 0075):

- **DTC U140500** (Terminal 15 Implausible signal).
- **DTC U120100** (Data bus No communication).
- **DTC B104913** (Mute switch radio Open circuit).

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

New software in the data bus on board diagnostic interface, J533 (address word 0019) addressed the condition.



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Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the data bus on board diagnostic interface, J533 (address word 0019) using the SVM action code as listed in the table below, if necessary.



Tip: A terminal 30 reset of the 0019 Module may be required if:

- There is no communication between ODIS and the 0019 Control Module.
- The vehicle does not start and the instrument cluster does not turn on when the 12V system measures above 12V.

To perform a terminal 30 reset, disconnect the 12V battery ground cable for 30 seconds, performing a capacitive discharge of the electrical system.

| Model | Old Software Part Number | Old Hardware Part Number | Old Software Version | New Software Part Number | New Software Version | SVM Code Input |
|--------------------|--------------------------|--------------------------|----------------------|--------------------------|----------------------|----------------|
| A4, A5, Q5, and Q7 | 80A907468D | 80A907468A | 0206 | 80A907468C | 0207 | 19A016 |
| | 80A907468E | 80A907468B | | 80A907468F | | |
| A6, A7, A8, and Q8 | 4K0907468F | 4K0907468B | | 4K0907468H | | |
| | 4K0907468G | 4K0907468C | | 4K0907468J | | |



Note:

Once the SVM test plan successfully completes, switch off the ignition and wait a minimum of 1 minute, then switch the ignition on again. Otherwise, DTCs set during the flash procedure may not be cleared when exiting GFF.



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Warranty

| | | | |
|--------------------------|---|--------------|---|
| Claim Type: | <ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. | | |
| Service Number: | 9035 | | |
| Damage Code: | 0039 | | |
| Labor Operations: | Software Update | 0151 0000 | Time stated on diagnostic protocol (Max 150 TU) |
| Diagnostic Time: | GFF | No allowance | 0 TU |
| | Road test prior to the service procedure | No allowance | 0 TU |
| | Road test after the service procedure | No allowance | 0 TU |
| Claim Comment: | As per TSB #2054355/1 | | |

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 (2054355) 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.

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