



Technical Service Bulletin

43 Air suspension warning in the cluster, DTCs C104011, C104111, C104211, and C104311 stored in the adaptive suspension

43 20 41 2059843/1 June 18, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2014 - 2017	All	Adaptive suspension
A6, A7	2012 - 2017	All	Adaptive suspension

Condition

Customer states:

- An adaptive suspension warning is in the instrument cluster.

Workshop findings:

All of the DTCs noted below can be stored in the adaptive suspension control module, J197 (address word 0034) at the same time:

- **DTC C104011** (valve for front left damping adjustment; Short circuit to earth).
- **DTC C104111** (valve for front right damping adjustment; Short circuit to earth).
- **DTC C104211** (valve for rear left damping adjustment; Short circuit to earth).
- **DTC C104311** (valve for rear right damping adjustment; Short circuit to earth).

Technical Background

The vehicle level control module misinterprets the resistance of the shock absorber.

Production Solution

New software introduced into the production series.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the adaptive suspension control module, J197 (address word 0034) using the SVM action code as listed in the table below:



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Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code Input
A8	4G0907553G 4G0907553F	0783 H19	4G0907553G 4G0907553F	0783 H19	34A004
A6, A7	4G0907553G 4G0907553F	0783 H19	4G0907553G 4G0907553F	0783 H19	34A004

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:	4316		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (40 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	0121 0004	10 TU
Claim Comment:	As per TSB #2059843/1		

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(s) will be necessary to complete this procedure:



Technical Service Bulletin

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

All part and service references provided in this TSB (2059843) 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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