



# Technical Service Bulletin

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## 3 Air suspension malfunction warning in the instrument cluster, DTC U013200 stored in the gateway control module

43 20 42 2059364/2 June 25, 2020. Supersedes Technical Service Bulletin Group 43 number 20-35 dated April 28, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018 - 2021	All	Adaptive suspension
Q7	2017 - 2021	All	Adaptive suspension

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Add software table)
1	04/28/2020	Initial publication

### Customer states:

- Air suspension malfunction warning in the instrument cluster (Symbol for air spring).

### Workshop findings:

The following DTC is stored in the gateway control module, J533 (address word 0019):

- **DTC U013200** (adaptive suspension control unit, no communication).

## Technical Background

Not applicable.

## Production Solution

Not applicable.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.



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2. Update the suspension control module, J775 (address word 0074) using the action code below:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Code Input
Q5	80A907777C	1251 H37	80A907777C	1253 H37	74A005
	80A907777D	1214 H37	80A907777D	1215 H37	
Q7	4M0907777B 4M0907777E	1214 H35	4M0907777B 4M0907777E	1215 H37	
		1213 H34		1245 H37	
		1244 H37		0105 H10	
		0104 H10			

## 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 the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	4316		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 60 TU)
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	0121 0002	10 TU
	Road test after the service procedure	0121 0004	10 TU
<b>Claim Comment:</b>	As per TSB #2059364/2		

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.



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## Additional Information

The following Technical Service Bulletin(s) 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 (2059364) 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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