



Technical Service Bulletin

41 Suspension malfunction, DTC C104807, C103407, and/or C11E2F1 stored in suspension module - Repair Authorization

41 21 00 2065161/1 November 30, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7,	2019 - 2022	All	Not Applicable
A6 allroad, S6, RS 6, and RS 7	2020 - 2022	All	Not Applicable
A6 Avant, RS 6 Avant, and A7 PHEV	2021 - 2022	All	Not Applicable

Condition

Customer states:

- There is a suspension malfunction warning message in the cluster.

Workshop findings:

One of the following DTCs might be logged in the suspension control module, J775 (address word 0074):

- **DTC C104807** (Level control system sensor mechanical malfunction).
- **DTC C103407** (Left front level control system sensor mechanical malfunction).
- **DTC C11E2F1** (Front axle ride-height control system extremely low level detected).

Technical Background

In an effort to gain information about this topic for the vehicles listed above, we are asking that you contact Audi Technical Assistance Center (TAC) before replacing any parts. This will assist us in diagnosing any potential issues with the condition noted above.

Production Solution

No changes to production have been made, as no issues have been identified.



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Service

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

1. Verify the condition, it affects only A6 and A7 models. Check for part number **4K0 941 285 B**.
2. If the vehicle is within the New Vehicle Limited Warranty, contact a TAC consultant before proceeding.
3. Please attach pictures of the Self Levelling Sensor prior to disassembly it from the vehicle. Make sure any damages are shown in the pictures.
4. Check the vehicle suspension, wheels and tires for possible damages/impact. If any issues are found, please take pictures
5. Please attach the diagnostic log to the TAC ticket.
6. If TAC consultant requests sensor replacement, replace it and take pictures when disassembled and out of the vehicle. Attach photos to the TAC ticket, photos should:
 - Be taken in focus and with sufficient light.
7. Replaced parts **will** be requested by AoA.
8. See examples of possible damage to the sensors, if similar situation is found, please take detailed pictures (Figures 1 - 2) and attach to the TAC ticket.



Figure 1. Possible damage of the self-leveling sensors.



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Figure 2. Possible damage of the self-leveling sensors.

Warranty

This TSB is information only and not applicable to Audi Warranty.

Additional Information

All part and service references provided in this TSB (2065161) 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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