

Technical Service Bulletin

48 DTC C10AC07: Steering mechanical malfunction logged in the J500
48 22 15 2065872/1 January 28, 2022.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, A3 Cabriolet, S3, RS 3, Q3, TT, TTS, and TTRS	2018 – 2022	All	Not Applicable

Condition

Customer states:

There are no customer complaints.

Workshop findings:

During an inspection work, the following DTC is found in the power steering control unit J500 (diagnostic address 0044):

- **C10AC07:** Steering mechanical malfunction (active/static).
- Symptom codes: 24320 or 24321 or 24322 or 24323 or 24324 or 24325

Technical Background

Software issue.

Production Solution

Improved software.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the J500 (0044) using the SVM action code as listed in the table below, if necessary:



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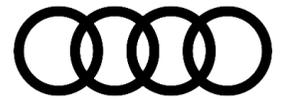
Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A3	3Q0909144L	5081	3Q0909144L	5082	44A034
	5Q0909144AA	1081	5Q0909144AA	1082	
TT	3Q0909144L	5081	3Q0909144L	5082	
Q3	5Q0909144AA	1081	5Q0909144AA	1082	
	5QF909144A	5581	5QF909144A	5582	

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 Up to 48 Months/50,000 Miles• G10 for CPO – Verify Owner• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4835		
Damage Code:	0040		
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 2065872		

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.

Required Parts and Tools



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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 (2065872) 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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