



# Technical Service Bulletin

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96 "Audi Active Lane Assist/Traffic Jam Assist: malfunction!", DTC U112300 is stored in one of two control modules 96 22 78 2061932/4 September 16, 2022. Supersedes Technical Service Bulletin Group 96 number 21-72 dated July 26, 2021, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro	2019 – 2023	All	Capacitive Steering Wheel
A8 e quattro	2021		
A4 allroad, A4, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, A7, A7 e quattro, S7, RS 7, A8, A8 e quattro, S8, Q5, Q5 e quattro, SQ5, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 – 2023		

## Condition



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REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Service</i> (Added warning to follow all procedures in the appropriate repair manual when removing the airbag)
3	07/26/2021	Revised header (Added new Model Years)
2	05/19/2021	Revised <i>Warranty</i> (Clarified when to use each Labor Operation)

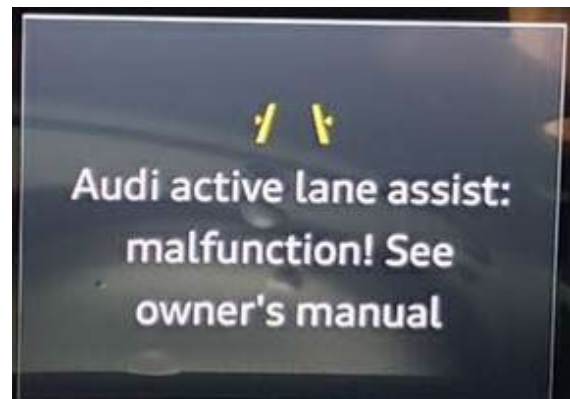
## Customer states:

Either of the following malfunction indications are displayed in the instrument cluster:

- "Audi Active Lane Assist: malfunction!" (Figure 1).

Or

- "Traffic Jam Assist: malfunction!"



*Figure 1. Example of a message.*

## Workshop findings:

One or more of the following DTC(s) may be stored relating to the front camera, R242 (address word 00A5), and distance regulation control module, J428 (address word 0013):

### Front camera, R242 (address word 00A5):

- DTC U112300 (Databus error value received) with symptom code 1123220.



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Distance regulation control module, J428 (address word 0013):

- DTC U112300 (Databus error value received) with symptom code 2153.

## Technical Background

These vehicles are equipped with a “capacitive steering wheel” that detects the driver’s hands on the wheel with capacitive touch sensors. This is used to make sure that the driver is paying attention when using driver assist features.

## Production Solution

Not applicable.

## Service

The two DTCs U112300 mentioned in the condition point to a malfunction of the capacitive steering.

1. Inspect the steering wheel for exterior or mechanical damage, for instance, deep scratches.
2. If mechanical damage is found, this is due to external influence and may not be covered under warranty.
3. Remove the airbag from the steering wheel.



Warning:



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This TSB includes handling pyrotechnic components like airbags. Please follow all safety precautions and steps in the ElsaPRO repair manual -Airbag Unit with Igniter, Removing and Installing-

4. Make sure that all wiring visible on the steering wheel is in good condition and that all connectors are properly secured.
5. If obvious damage is not found upon completing steps 1 through 3, then replace the steering wheel.

## 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>	4810		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Driver airbag unit remove + reinstall (included in labor op 4810 1900 if the steering wheel has to be replaced)	6958 1900	See SRT with associated operations
	Inspecting steering wheel for damage	4810 1999	5 TU



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	Steering wheel remove + reinstall (if required. Do not claim labor op 6958 1900 if this labor op is claimed)	4810 1900	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 15 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 2061932/4		

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

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Steering Wheel (if required)	01

## Additional Information

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All parts and service references provided in this TSB (2061932) are subject to change and/or removal.

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