

# Technical Service Bulletin



## 57 Remote control key does not communicate with vehicle or no start DTC U014000

57 23 11 2067813/3 June 14, 2023. Supersedes Technical Service Bulletin Group 57 number 23-04 dated April 10, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3, and S3	2022	All	Not Applicable
	2023	000001 – 037000	
RS 3	2022	All	
	2023	900001 – 903200	

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Adjusted header data to include RS3)
2	04/10/23	Revised header (Added Model Year 23 with VIN restriction)
1	08/18/2022	Initial publication

### Customer states:

- Unable to start the vehicle.
- Unable to unlock the vehicle with the remote key.
- Terminal 15 cannot be switched on.

### Workshop findings:

The following DTC may be stored.

- **DTC U014000** “Body Computer 1/ Vehicle Electrical System Control Module / Electronic Central Electric no communication”.

## Technical Background

The software for the Electronic Central Electrical control module, J519 (address word 0009) needs to be updated.

## Production Solution

New software in the Electronic Central Electrical control module, J519 (address word 0009).

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## Service

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the Electronic Central Electrical control module, J519 (address word 0009) using the SVM action code as listed in the table below, if necessary:

Model	Old Software Part Number	Old Hardware Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code
A3	5WA937086L	5WA937086L	174	5WA937086AM	177	09A057
	5WA937086AE		175			
	5WA937086M	5WA937086M	174	5WA937086AN	177	
	5WA937086AF		175			
	5WA937086N	5WA937086N	174	5WA937086AP	177	
	5WA937086AG		175			
	5WA937087C	5WA937087C	174	5WA937087J	177	
	5WA937087F		175			

## 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 of any warranty, this Technical Service Bulletin is informational only.</li> </ul>		
<b>Service Number:</b>	9710		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU



<b>Claim Comment:</b>	As per TSB 2067813/3
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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

All part and service references provided in this TSB (**2067813**) 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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