



# Technical Service Bulletin

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

57 23 21 2067813/5 November 14, 2023. Supersedes Technical Service Bulletin Group 57 number 23-14 dated August 24, 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 - 903100	

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Service</i> (Added checking and adjustment of headlight)
4	08/24/2023	Revised <i>Service</i> (adjusted coding table, updated SVM code) Revised header (added SW 177 and 180)
3	06/14/2023	Revised header (Adjusted header data to include RS3)

### 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 the Data Bus On Board Diagnostic Interface -J533- (address word 0019):

**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:
3. Once complete, the headlight settings must be checked and readjusted if necessary.

Model	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code
A3	5WA937086*	174 175 176 177 180	5WA937086*	183	09A059

## 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)
	Adjust both headlights (if necessary)	9415 16xx	See SRT with associated operations
<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		

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

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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