



Technical Service Bulletin

57 PSS Safe CP in Cluster w/ DTC U110100

57 24 29 2072587/1 January 4, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, e-tron GT, RS e-tron GT, Q7, SQ7, Q8, SQ8, and RS Q8	2023 – 2024	Not Applicable	Not Applicable
e-tron quattro, and e-tron Sportback quattro	2023		
Q8 e-tron quattro, Q8 Sportback e-tron, SQ8 e-tron quattro, and SQ8 Sportback e-tron	2024		

Condition

This bulletin applies to MY23-24 A4, A5, Q7, Q8, e-tron quattro, e-tron Sportback, Q8 e-tron, and e-tron GT vehicles only.

Customer states:

The message “SAFE CP” appears in the instrument cluster along with other various messages.

Workshop findings:

DTC “U110100: Component protection active” is stored in any of the following control units:

- Brake Electronics Control Unit, -J104- (diagnostic address 0003).

And/or

- Electronic Central Electrical (BCM), -J519- (diagnostic address 0009).

And/or

- Airbag Control Unit, -J234- (diagnostic address 0015).

And/or

- Instrument Cluster, -J285- (diagnostic address 0017).



Technical Service Bulletin

And/or

- Control Unit for Night Vision System, -J853- (diagnostic address 0084).


Technical Background

There is a software issue in the Comfort System Control Module (diagnostic address 0046).

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

 NOTICE	
This PSS does not apply if the DTC “U110100: component protection active” is logged in the Gateway (diagnostic address 0019) and/or in the Comfort System Control Module (diagnostic address 0046).	

Explain to the customer that a solution is expected to be available by the end of the first quarter of 2024 (subject to change). Do not replace any components for this condition since this will not resolve the customer’s concern.

Workaround:

To temporarily resolve the customer’s concern, perform a terminal 30 reset on the Comfort System Control Module, -J393- (diagnostic address 0046). To do so, use the latest wiring diagrams available through the repair manual and remove all three fuses for at least 10 minutes. Once complete, perform the component protection test plan in the affected control units the DTCs were stored in.

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5789		
Damage Code:	0039		
Labor Operations:	Reset Comfort System Control Module	5789 4199	30 TU



Technical Service Bulletin

Diagnostic Time:	GFF	0151 0000	30 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2072587/1		

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 (**2072587**) 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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