



# Technical Service Bulletin

## 69 Repair Authorization - Airbag warning lamp on, DTCs B101704, B103604

69 24 08 2073566/1 April 3, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A6 allroad, S6, RS 6 Avant, A7, S7, RS 7, A8, S8, Q5, Q5 e quattro, Q5 Sportback, SQ5 Sportback, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2024	All	Not Applicable
A8 e quattro	2021		
A7 e quattro	2021 - 2022		
e-tron quattro, e-tron Sportback quattro	2021 - 2023		
e-tron S	2022 - 2023		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 e-tron Sportback	2024		

## Condition

### Customer states:

- The airbag warning light is on.

### Workshop findings:

One or more of the following DTCs may be stored in the airbag control module, J234 (address word 0015):

- DTC B101704** (Crash sensor for side airbag, driver side faulty).
- DTC B103604** (Front Passenger's Side Airbag Crash Sensor faulty).

## Technical Background

Various parts have been replaced under warranty for the condition noted above, but no issues were identified with these parts. In an effort to gain information on the DTC codes for the vehicles listed above, we are asking that you



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contact the Audi Technical Assistance Center (TAC) before replacing any parts. This will assist us in diagnosing any potential issues with the condition noted above.

## Production Solution

No changes to production have been made, as no issue has been identified.

## Service

Audi of America is requesting your cooperation in supplying us with technical information regarding this condition.

1. Verify the condition (DTCs **B101704** and/or **B103604** stored in the airbag control module).
2. Do **NOT** perform GFF or test plans for these DTCs.
3. Do **NOT** erase the fault memory.
4. Prevent ODIS from erasing the fault memory when exiting ODIS.
5. Fill out the attached **questionnaire** and request the relevant information from the customer.
6. If the vehicle is within the New Vehicle Limited Warranty, contact a TAC consultant before proceeding. Please attach the DTC(s), the diagnostic log and the questionnaire to the TAC ticket/TAC Web Ticket.

## Warranty

This TSB is informational only and not applicable to any Audi Warranty.

## Additional Information

All parts and service references provided in this TSB (**2073566**) 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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