



Technical Service Bulletin

57 Safe CP in Cluster w/ DTC U110100; C115E54

57 24 39 2073601/2 April 25, 2024. Supersedes Technical Service Bulletin Group 57 number 24-36 dated April 5, 2024 for reasons listed below.

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

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Models) Revised <i>Condition</i> (Added Models to Update Chart)
1	04/05/2024	Initial publication

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).



Technical Service Bulletin

And/or

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

And/or

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

And/or

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

NOTICE

The subsequent DTC “C115E54: Inertial sensors no basic setting” may be logged in the airbag control unit (diagnostic address 0015).

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).

Technical Background

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

Production Solution

New software in the Comfort System control module, J393 (address word 0046) addressed the condition.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2072587: *57 PSS Safe CP in Cluster w/ DTC U110100; C115E54.*

1. Follow all instructions in TSB → [2011732](#): *00 Software Version Management (SVM), operating instructions.*
2. Update the J393 (0046) using the SVM action code as listed in the table below, if necessary:

Model	Diagnostic Address	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version	SVM Code Input
-------	--------------------	--------------------------	----------------------	---	----------------------	----------------



Technical Service Bulletin

					(or higher)	
A4, A5, Q7, Q8, e-tron Quattro, e-tron Sportback, Q8 e-tron, e-tron GT	0046	8W1.907.064.EA	0627, 0628	8W1.907.064.EA	0630	46A034

NOTICE

The Key must be on the emergency reader coil during the update.

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 of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	5789		
Damage Code:	0039		
Labor Operations:	Software update (includes checking for DTCs)	0151 0060	Time stated on the diagnostic protocol (Max 100 TU)
	Software update	0151 0010	20 TU
Diagnostic Time:	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
Claim Comment:	As per TSB 2073601/2		

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

The following Technical Service Bulletin(s) will be necessary to complete this procedure:



Technical Service Bulletin

- TSB 2011732: *00 Software Version Management (SVM), operating instructions.*

All part and service references provided in this TSB (**2073601**) 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.

©2024 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.