

# Technical Service Bulletin

## 27 48V MHEV Electrical System Fault with DTC U046900 / 34763; U002900/U002800

27 24 77 2073284/3 July 31, 2024. Supersedes Technical Service Bulletin Group 27 number 24-73 dated June 5, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, Q7, Q9	2019 – 2023	All	48V Mild Hybrid
A6 allroad, S6, S7, S8, SQ7, SQ8, and RS Q8	2020 – 2023		
A8 e quattro	2020 – 2021		
RS 6 Avant, and RS 7	2021 – 2023		
A7 e quattro	2021 – 2022		

### Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Updated DTC list) Revised <i>Service</i> (Added details for diagnosis)
2	06/05/2024	Revised header (Added module software filters) Revised <i>Service</i> (Added pictures and information for inspecting connectors)
1	03/09/2024	Initial publication

#### Customer states:

Electrical system fault appears in the instrument cluster.

Yellow/red battery warning symbol lights up in the instrument cluster.

#### Workshop findings:

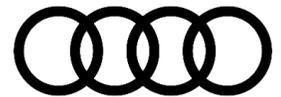
Numerous DTCs are stored relating to the Engine Electronics, -J623- (address word 0001) and Brake Electronics, -J104- (address word 0003):

#### Engine Electronics, 0001:

- **U046900:** Lost Communication with Starter/Generator Control Module – **Symptom: 34763.**
- **U002900:** Sensor/Hybrid CAN No Communication.
- **U002800:** Sensor/Hybrid CAN Faulty.

#### Brake Electronics, 0003:

- **C054A00:** Brake Servo Pressure Sensor.

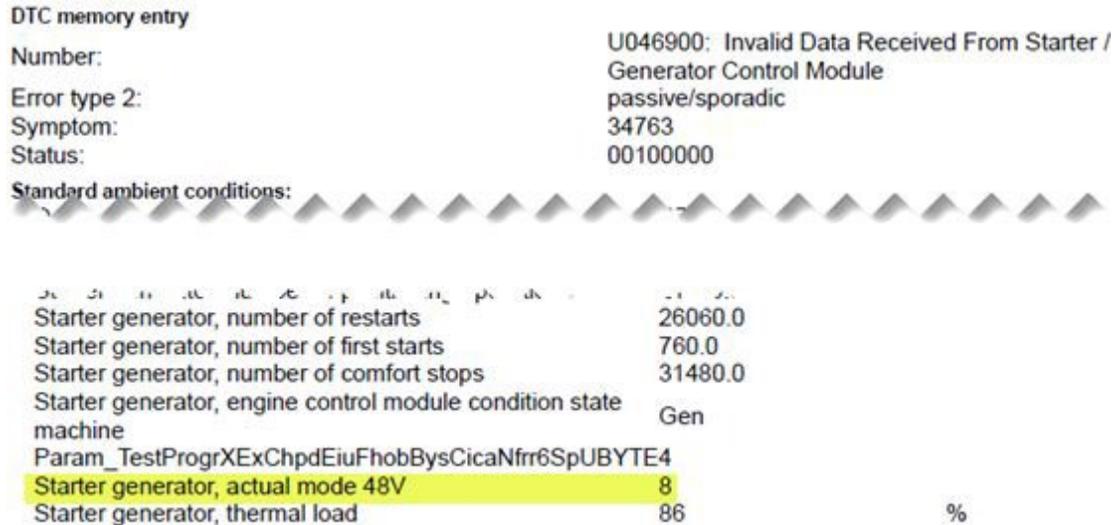


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- **C11EC04:** Brake Servo Pressure Sensor.

## Technical Background 1

Replacing the 48V Starter/Generator will not fix this problem. The DTC “**U046900:** Lost Communication with Starter/Generator Control Module – symptom: 34763” is only stored due to some other electrical system problem on the vehicle CAN bus, but the Starter/Generator is not the cause for the concern. This is often documented in the expanded ambient conditions of the event memory using the value “Starter generator, actual mode 48V = 8”.



**Figure 1:** Starter generator, actual mode 8.



### NOTICE

If the Starter Generator (diagnostic address 00CC) cannot be reached in ODIS, this does not mean that the component is faulty.

## Production Solution

Not Applicable.

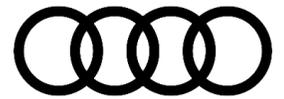
## Service

Replacing the 48V Starter/Generator will not fix the problem. The sensor faults in the Engine electronics, Brake Electronics, and the communication error faults must be processed first.

A potential fault on these sensors can influence the vehicle data bus system. As a result, the Engine Electronics commands the 48V Starter/Generator to freewheel and the electrical system faults may then occur as the battery will not be charged.

**Fault Codes U002900 and U002800 in the diagnostic address 0001 indicate the following causes:**

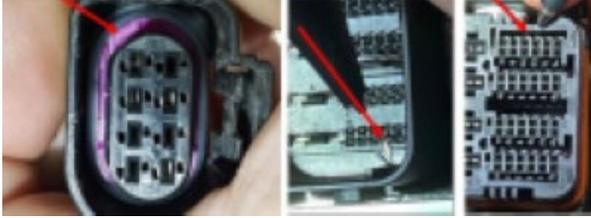
- Communication connectors have not been plugged in or fastened correctly, pins are failing (bent, widened), or there are short circuits in the wires.



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Incorrect attempts to swap connectors (failure to connect vehicle ground cables).



**Figure 2:** Connector failures.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (**2073284**) 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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