



Technical Service Bulletin

93 U112300 Data bus error value received

93 24 78 2071972/2 July 26, 2024. Supersedes Technical Service Bulletin Group 93 number 24-36 dated January 12, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron GT, and RS e-tron GT	2022 - 2024	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated Instructions)
1	01/12/2024	Initial publication

Customer states:

An electrical system fault is shown in the instrument cluster.

The high-voltage system cannot be activated.

Workshop findings:

One or more of the customer statements can be reproduced.

The event memory entry **U112300 “Data bus error value received”** is logged in **diagnostic address 0019** with one or more of the following symptoms:

16711688

16711779

16711740

16711690

Active/static or passive/intermittent.

In addition to this, the event memory **B17D900 “Safety controller”** may be logged (passive/intermittent) in diagnostic address **008C**.

The high-voltage system still cannot be activated even after an extended bus sleep cycle (15 minutes) has been completed. The vehicle therefore cannot be charged or driven.

Technical Background

The high-voltage system is not activated in the gateway -J533- (0019) as it is blocked by the Hybrid Battery Management Control Module, -J840- (008C).



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Production Solution

Not applicable.

Service

Perform measure 1 only for vehicles with production date up to and including July 14, 2023.

Perform measure 2 only for vehicles with production date from July 15, 2023 onward (note BMC Software version).

Measure 1

- Update the vehicle software by performing TSB: 2073768: “93 Combined software update Audi e-tron GT”.
- A software update will be available later for vehicles not included in TSB: 2073768 “93 Combined software update Audi e-tron GT”. When it is available this TSB will be updated. In the meantime, please follow Measure 2 for these vehicles.

Measure 2

- The following measure is only suitable for vehicles from BMC (diagnostic address: 008C) software 1641 and with production date from 7/15/2023 onward.
- Perform an HV battery classification test.
- It is essential to ensure that the cell voltage measurements of the HV battery do not deviate by more than 10 mV.
- Using the ODIS tester, perform the test program via the following path:
 - Select “Self test”.
 - Systems with diagnostic capabilities:
 - 008C – hybrid battery management J840.
 - 008C – hybrid battery energy management – functions.
 - 008C – reset cell voltages.
 - A login code will be requested which can be obtained by opening a TAC web ticket. In the TAC web ticket, use the TSB number and the phrase “**Reset cell voltages**” as the subject.
- After the routine has been performed, it should be possible to clear the DTC entries in the gateway (address word 0019) and to activate the HV system again.

Warranty

Measure 1:

Refer to TSB: 2073768: “93 Combined software update Audi e-tron GT”.

Measure 2:



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Claim Type:	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:	9325		
Damage Code:	0039		
Diagnostic Time:	Software Update	0151 0060	Time stated on the diagnostic protocol
	Software Update	0151 0010	See SRT with associated operations
	Check high-voltage battery (classification)	9303 0152	See SRT with associated operations
	Road test prior to the service procedure	No Allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB 2071972/2		

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

All part and service references provided in this TSB (**2071972**) 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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