



# Technical Service Bulletin

## 40 Active Roll stabilization: DTC C129700 logged in address 00D4 and/or 00D5

40 24 82 2067804/4 September 16, 2024. Supersedes Technical Service Bulletin Group 40 number 24-72 dated January 18, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2017 – 2025	All	Stabilizing suspension
Q8	2019 – 2025		
SQ7, SQ8, and RS Q8	2020 – 2025		

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header (Revised Model Year) Revised <i>Service</i> (Updated Information) Revised <i>Warranty</i> (Updated Labor Operations)
3	12/22/2023	Revised header (Revised Model Years)
2	05/25/2023	Revised header (Added Model Year)

### Customer states:

The message “Air suspension fault” and/or a message concerning the “roll stabilization/suspension” is shown in the instrument cluster.

### Workshop findings:

The following DTC is logged in one of the two roll stabilizer control units J924 or J1096 (*diagnostic address 00D4 or 00D5*):

- **C129700** (symptom code **12664851**) Function limitation due to malfunction in the sway control module.

## Technical Background 1

Not applicable.

## Production Solution

Not applicable.



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## Service

If no further relevant DTCs relating to the suspension and/or roll stabilization are logged, please perform the following steps:

- Unplug the diagnostic connector from the vehicle.
- Switch off the ignition.
- Lock the vehicle (doors, hood, and rear lid closed).
- Wait until the vehicle has entered bus sleep mode.
- Unlock the vehicle.
- Plug the diagnostic connector into the vehicle.
- Switch on the ignition.
- Attempt to erase the DTCs.
- Then perform the step “Replace Control Module” on both roll stabilization control units J924 and J1096 with the ODIS tester (**but do not replace the control unit**).

**If the DTC in question is still logged, follow the instructions in Guided Fault Finding to solve the issue.**



### NOTICE

**Try to reproduce the customer complaint (based on the description/cause of the issue), so it can be clearly assigned to this TSB. The following repair must only be carried out if all the criteria (model/type, VIN number, engine/motor and gearbox code, PR number(s), part number(s), software version, code, etc...) apply exactly. Otherwise, this solution will not eliminate the problem and repeated repairs may be necessary. In such case we may reject the warranty claim and redebit the parts.**

## Warranty

<b>Claim Type</b>	• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	4024		
<b>Damage Code:</b>	0040		
<b>Labor Operations:</b>	Charge battery	2706 8950	See SRT with associated operations
	Check vehicle (BUS Sleep mode)	0689 0199	10 TU
<b>Diagnostic Time:</b>	GFF	0150 0000	Time stated on the diagnostic protocol
	Road test prior to the service procedure	No allowance	0 TU



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	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB 2067804/4		

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 (**2067804**) 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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