



# Technical Service Bulletin

**57 Ignition cannot be switched on, DTC "U043100" or "U014100" stored in gateway (DA0019)**

57 24 62 2075236/1 September 16, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7, SQ7, Q8, SQ8, and RS Q8	2023 – 2025	All	Not Applicable
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, e-tron GT, and RS e-tron GT	2023 – 2024		

## Condition

### Customer states:

The ignition cannot be switched on.

### Workshop findings:

The following DTC's are stored in the *Data Bus On Board Diagnostic Interface -J533-*, (address word 0019):

- **U014100** – Lost Communication With Body Control Module "A".

OR

- **U043100** – Invalid Data Received From Body Control Module "A".

## Technical Background 1

The software for the Comfort System Central Control Module, J393 (diagnostic address 0046) needs to be updated.

## Production Solution

New software in the Comfort System Central Control Module, J393 (diagnostic address 0046) addressed the condition.

## Service

### SVM Update Instructions



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Before flashing the Comfort System Central Control Module, J393 (diagnostic address 0046), please reset terminal 30 reset by pulling the fuses. Please use the latest wiring diagram to determine the fitting locations of the fuses.

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:



## NOTICE

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



The convenience system central module (diagnostic address 0046) can only be flashed once it can be reached via the vehicle self-diagnosis.

Model	Diagnostic Address	Old Software Part Number	Old Software Version	New Software Part Number (or higher)	New Software Version (or higher)	SVM Code Input
A4, A5, Q7, AND Q8	0046	8W1.907.064.*	0627, 0628	8W1.907.064.EA	0630	46A034
e-tron GT	0046	992.907.064.*	0627, 0628	992.907.064.EA	0630	46A034

3. After the update, perform a bus sleep cycle by cycling the key off and letting it sit for a few minutes to ensure the module is reset.



In individual cases DTC “C115E54: Inertial sensors no basic setting” may be stored static in the Airbag Control Unit, -J234- (diagnostic address 0015) after the update is completed. Please perform the basic settings for the inertial sensors for the faults to turn passive. It isn’t necessary to perform the test plans for the faults in the Chassis Control with Air Suspension, -J774- (diagnostic address 0074). Once complete, the faults can be deleted.



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## Warranty

<b>Claim Type:</b>	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
<b>Service Number:</b>	5789		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update	0151 0010	See SRT with associated operations
	Software Update	0151 0060	Time stated on the diagnostic protocol
	Self-diagnosis	0129 0050	See SRT with associated operations
	Repair Convenience system control unit (reset)	5789 4199	10 TU
	Check vehicle (bus sleep mode)	0689 0199	10 TU
<b>Claim Comment:</b>	As per TSB 2075236/1		

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 (**2075236**) 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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