



Technical Service Bulletin

91: Multiple warnings in the instrument cluster; no communication DTCs U014600, U044700, U166100, U166200

91 24 76 2069299/3 October 30, 2024. Supersedes Technical Service Bulletin Group 91 number 24-86 dated March 12, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (Revised repair instructions for software updates) Revised <i>Warranty</i> (Updated Warranty Table for new repair instructions)
2	03/12/2024	Revised <i>Technical Background</i> (Included software optimization). Revised <i>Production Solution</i> (Included software optimization).
1	02/02/2023	Initial publication

Customer states:

Multiple warning messages are displayed in the instrument cluster.

Workshop findings:

No communication with the following diagnostic addresses:

- 8123: Application Server 1 System 1 Adaptive.
- 8124: Application Server 1 System 2 Java.
- C002: Software Cluster Embedded 1.
- C003: Software Cluster Housekeeping 1.

The following DTC(s) are stored:

Engine Electronics Control Module, J623 (address word 0001):

- **U014600:** Lost Communication With Gateway A, active/static (symptom: 19870).

Brake Electronics Control Module, J104 (address word 0003):

- **U044700:** Diagnostic interface for data bus module 1, implausible signal", active/static (symptom 82192).

Brake Boost Control Module, J539 (address word 0023):

- **U044700:** Diagnostic interface for data bus module 1, implausible signal, active/static (symptom 2101788).

Data Bus On Board Diagnostic Interface, J533 (address word 0019):



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- **U166100:** Application Server 1 for System 1 Adaptive internal error, active/static (symptom: 2498822).

AND

- **U166200:** Application server 1 for system 2 Java internal error, active/static (symptom: 2498823).

Technical Background 1

Software issue in ICAS (integrated car application server) – (address word 0019).

Production Solution

Software optimization for ICAS (integrated car application server) – (address word 0019). In ME 3.5 from software version 0307 onwards.

Service



Before any repairs are attempted the software version in the ICAS (integrated car application server) – address word 0019 must be checked to determine what steps must be performed.

Vehicles with software version below 0292 in ICAS (diagnostic address 0019):

1. Confirm if there are any open campaigns in the “Field Campaigns” section of ElsaPro.
2. Follow and complete the included work instructions for the open campaigns.
3. After the campaigns have been processed, the ICAS control unit (diagnostic address 0019) will have software version 0292 or 0297. Now you may follow the instructions provided below for vehicles with this corresponding software.

Vehicles with software version 0292 or 0297 in ICAS (diagnostic address 0019):

1. Update the software following the instructions in **TSB: 2074069** “00 Q4 ME 3.5 Software update instructions” for the specified vehicles above.
2. Invoicing is performed via this TSB – refer to warranty accounting instructions.

Warranty

Claim Type:	<ul style="list-style-type: none"> • If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9035		
Damage Code:	0039		
Labor Operations:	GFF / Guided Functions	0150 0010	See SRT with associated operations



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	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
	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 2069299/3		

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 (**2069299**) 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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