

 Connection offline

Vehicle-specific service

Topic	97 PSS Various messages in the instrument cluster, 00C5 cannot be reached - U02AB00/U042200
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2078345/2
Level	EH
Status	Released for publishing
Release date	Jun 27, 2025

Vehicle data

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GU*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	GU	*	S	2	000001	999999		
WAU	*	FU	*	S	N	000001	999999		

Documents

Document name
master.xml

 Connection offline

Vehicle-specific service

Transaction No.: **2078345/2**

97 PSS Various messages in the instrument cluster, 00C5 cannot be reached - U02AB00/U042200

Release date: Jun 27, 2025

Condition

This PSS applies only to MY 2025 A5, S5, Q5, Q5 Sportback, SQ5, and SQ5 Sportback.

Customer states:

There are various warning messages in the instrument cluster.

For example:

- **Drive system: fault. Limited performance. Please contact workshop.**
- **Loose wheel warning: fault. See owner's manual.**
- **Tire pressure: fault. See owner's manual.**
- **Initializing active front assist. Please wait...**
- **Brakes: Function restricted. You can continue driving cautiously. Please contact workshop.**

Workshop Findings:

The customer's statement can be reproduced. The following DTC is stored in Engine electronics, J623 (address word 0001):

- **U02AB00:** Thermal management control unit – no communication (active/static).

The following DTC may also be stored in Engine electronics, J623 (address word 0001):

- **U042200:** Invalid Data Received From Body Control Module (active/static).

The Thermal management module (address word 00C5) cannot be identified in the GFF LOG. In addition to this, it may not be possible to reach address word 8132.

Technical Background

Software issue in the onboard supply control unit J519.

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

NOTICE

This PSS may apply to vehicles still in new model launch repair authorization!

- **For vehicles still in the launch phase, the workshop must create a TAC case per the repair authorization in addition to entering vehicle into the PSS Database. Reference this TSB in the first line of the TAC case.**

1. Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is expected to be available by the end of the 3rd quarter of 2025 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).
4. Once submitted for the PSS application, perform a terminal 30 reset for at least 15 minutes. Address word 00C5 and 8132 will be reached after this procedure.

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:	9710		
Damage Code:	0039		
Labor Operations:	GFF / Guided functions	0150 0010	See SRT with associated operations
	GFF / Guided functions	0150 0060	Time stated on the diagnostic protocol
	Loosen and secure earth strap	9785 0999	20 TU
Claim Comment:	As per TSB 2078345/2		

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 (**2078345**) 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.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.