

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6	2026 – 2027	All	005F – Information electronics Software version: 6*
A5, S5, Q5, Q5 Sportback, SQ5, and SQ5 Sportback	2026		
A6 Sportback e-tron, S6 Sportback e-tron, Q6 e-tron, Q6 Sportback e-tron, SQ6 e-tron, and SQ6 Sportback e-tron	2027		

Customer states:

An OTA (over-the-air) update was not completed successfully.

and/or

Vehicle does not start or cannot roll.

One of the following messages appears in the instrument cluster:



Figure 1. Software update: incomplete. Warning! Vehicle functions limited. See owner's manual.



Figure 2. Software update: incomplete. Warning! Vehicle cannot be driven. See owner's manual.

Workshop findings:

The customer statement can be reproduced in the workshop.

Technical Background

An OTA (over-the-air) update could not be performed successfully.

Production Solution

Not applicable.

Service

Scenario 1 (Figure 1): An error occurred when installing the software update. The vehicle can be driven but some vehicle functions may not be available.



NOTICE

The vehicle can be moved and driven to the workshop.

Run the ODIS test program "J1273 - Central Control Module for Data Bus Communication, over-the-air update function restriction" and follow the instructions on the tester.

The SVM code will appear during the test plan. Make sure to note it down! Continue following the test plan. The update will start.

If the update is not completed successfully, it can subsequently be restarted using the previously noted SVM code via the ODIS menu "Flash/SVM code input".

Scenario 2 (Figure 2): An error occurred when installing the software update. The vehicle cannot be driven.



DANGER

The vehicle must not be moved on its own wheels on public roads (not even to transport it to the workshop) before completion of the software update.

The vehicle's ability to roll can be restored using an ODIS tester and the vehicle should be loaded onto a recovery vehicle using a winch and transported to the workshop. Follow the attached instructions for preparing the ODIS tester. To do so, run the ODIS test program "J1273 - Central Control Module for Data Bus Communication, over-the-air update function restriction" before moving the vehicle and follow the instructions on the tester. The vehicle should then be able to roll so that it can be winched onto the recovery vehicle and transported to the workshop.

or

The vehicle must be loaded onto a suitable recovery vehicle with a loading crane and transported to the workshop.

The update described in scenario 1 must then be performed.

NOTICE

IMPORTANT INFORMATION ON TRANSPORTING VEHICLE TO WORKSHOP

- The parking brake of the vehicle generally cannot be released, meaning that the vehicle cannot roll.
- To restore the ability of the vehicle to roll before moving it (so that it can be winched onto the recovery vehicle), it must be ensured that the workshop employee (roadside assistance):
- Connects the vehicle diagnostic tester to a hotspot with available data before starting work (this is essential). It is not necessary to connect to the Volkswagen network (CPN).
- Has access to the Group Retail Portal (GRP).
- Is authorized for the SFD application in the Group Retail Portal (GRP).
- **If the requirements specified above cannot be fulfilled, the vehicle must be transported using a suitable recovery vehicle with a loading crane.**



If the software update could not be performed successfully with the measures described, submit a technical repair query with the following code: *Vehicle service > IT systems > SVM (software version management)*.

Warranty

Scenario 1: The vehicle can be moved and driven to the workshop.

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9107		
Damage Code:	K439		
Labor Operations:	Software update	0151 0010	See SRT with associated operations
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2082848/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Scenario 2: Vehicle must not be moved

NOTICE

If a broken-down vehicle needs to be recovered and there is currently no valid mobility guarantee, recovery can be billed as follows:

- **Complaint ID:** complaint ID of error message for OTA update
- **HST transaction number:** number of this TSB.
- **Recovery: internal labor operation:** 0198 0000.
- **Recovery: external labor operation:** C710 00X.

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9107		
Damage Code:	K439		
Labor Operations:	Recover vehicle/restore ability to roll	0198 0099	Please bill according to the time required
	Software update	0151 0060	Labor according to the diagnostic log
Claim Comment:	As per TSB 2082848/1		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

Additional Information

An OTA (over-the-air) update failed. The vehicle must be updated in the workshop.

All part and service references provided in this TSB (**2082848**) 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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