



# Technical Service Bulletin

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## 91 "Safe CP" and Airbag Warning displayed in the instrument cluster

91 21 87 2062742/1 April 1, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, RS 5, RS 5 Cabriolet, RS 5 Sportback, and Q8	2019	All	Not Applicable
A4, A4 allroad, S4, A8, S8, Q5, SQ5, Q7, and SQ7	2018 - 2019	All	Not Applicable

## Condition

### Customer states:

- "Save CP" message is displayed in the instrument cluster.
- Airbag warning is displayed in the instrument cluster.
- Drivers assist system warnings displayed in the instrument cluster.
- No sound from the MMI.
- Night vision system is not operational (if equipped).

### Workshop findings:

- DTCs containing the text "Component protection" are found in one or more of the control modules.

## Technical Background

Data bus on board diagnostic interface, J533 (address word 0019) software must be updated.

## Production Solution

New software in production.



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## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the data bus on board diagnostic interface, J533 (address word 0019) using the SVM action code as listed in the table below, if necessary:

Model	Old Hardware Part Number	Old Software Part Number	Old Software Version	New Software Version (or higher)	SVM Code Input
A4, A4 Avant, A5, A5 Sportback, A5 Cab, A6, A6 Avant, A7, A8, Q5, Q7, and Q8	4M1907468E	4M1907468H	144	146	19A020
	4M4907468E	4M4907468H	*	*	
	4N0907468A	4N0907468AA	37	38	
		4N0907468AK	45	46	
		4N0907468BA	52	55	
	4N1907468A	4N1907468AA D	37	38	
		4N1907468AK	0044 0045	46	
		4N1907468BA	52	55	
	4N1907468A B	4N1907468AB	37	38	
		4N1907468AL	45	46	
		4N1907468BB	0052 0053	54	
	4N1907468P	4N1907468AE	0036 0037	38	
		4N1907468AP	0044 0045	46	
	4N2907468A	4N2907468AA	37	38	



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		4N2907468AK	0044 0045	46	
		4N2907468BA	52	55	
	4N2907468A B	4N2907468AB	0035 0037	38	
		4N2907468AL	45	46	
		4N2907468BB	0052 0053	54	
	4N2907468P	4N2907468AE	0036 0037	38	
		4N2907468AP	0044 0045	46	
	4N2907468Q	4N2907468AF	0036, 0037	38	
		4N2907468AQ	45	46	
		4N2907468BF	0052 0053	54	
	4N4907468A	4N4907468AA	37	38	
		4N4907468AK	45	46	
		4N4907468BA	52	55	
	4N4907468A B	4N4907468AB	0035 0037	38	
		4N4907468AL	45	46	
		4N4907468BB	0052 0053	54	
	8W2907468G	8W2907468H			
	8W5907468G	8W5907468H	0144 0145	146	
	8W7907468G	8W7907468H			



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	8W9907468G	8W9907468H			
	8WD907468G	8WD907468H			

3. After software has been updated successfully it is important to perform the following prior to erasing DTCs.
4. Remove the diagnostic connector from the vehicle.
5. Remove the battery charger from the vehicle.
6. Start engine and let idle for 5 minutes.
7. Turn off vehicle.
8. Lock vehicle and wait for 5 minutes.

## Warranty

<b>Claim Type:</b>	<ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul>		
<b>Service Number:</b>	9035		
<b>Damage Code:</b>	0039		
<b>Labor Operations:</b>	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Check data bus diagnostic interface	9035 0199	10 TU
<b>Diagnostic Time:</b>	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
<b>Claim Comment:</b>	As per TSB #2062742/1		

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.



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## Additional Information

All part and service references provided in this TSB (2062742) 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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