



Technical Service Bulletin

96 "Audi Active Lane Assist/Traffic Jam Assist: malfunction!", DTC U112300 is stored in one of two control modules

96 21 72 2061932/3 July 26, 2021. Supersedes Technical Service Bulletin Group 96 number 21-65 dated March 19, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2021 - 2023	All	Capacitive steering wheel
Audi e-tron quattro, Audi e-tron Sportback	2020 - 2023	All	Capacitive steering wheel
A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5 Cabriolet, RS 5 Sportback, A7, S7, RS 7, A8, S8, Q7, SQ7, Q8, SQ8, and RS Q8	2021 - 2023	All	Capacitive steering wheel

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised header (Added new Model Years)
2	05/19/2021	Revised <i>Warranty</i> (Clarified when to use each Labor Operation)
1	01/19/2021	Initial publication



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Customer states:

Either of the following malfunction indications are displayed in the instrument cluster:

- “Audi Active Lane Assist: malfunction!” (Figure 1).

Or

- “Traffic Jam Assist: malfunction!”

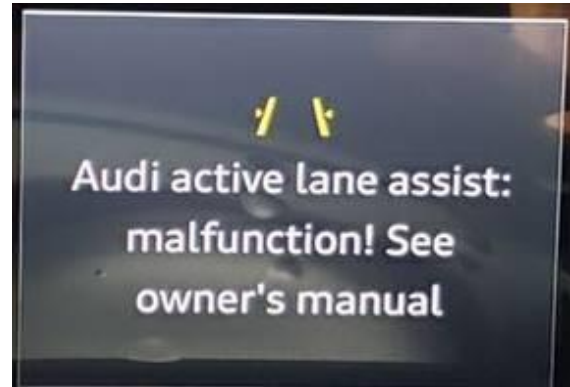


Figure 1. Example of a message.

Workshop findings:

One or more of the following DTC(s) may be stored relating to the front camera, R242 (address word 00A5) and distance regulation control module, J428 (address word 0013):

Front camera, R242 (address word 00A5):

- **DTC U112300** (Databus error value received) with symptom code 1123220.

Distance regulation control module, J428 (address word 0013):

- **DTC U112300** (Databus error value received) with symptom code 2153.

Technical Background

These vehicles are equipped with a “capacitive steering wheel” that detects the driver’s hands on the wheel with capacitive touch sensors. This is used to make sure that the driver is paying attention when using driver assist features.

Production Solution

Not applicable.

Service

The two DTCs U112300 mentioned in the condition point to a malfunction of the capacitive steering wheel.

1. Inspect the steering wheel for exterior or mechanical damage, for instance deep scratches.
2. If mechanical damage is found, this is due to external influence and may not be covered under warranty.
3. Remove the airbag from the steering wheel.



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4. Make sure that all wiring visible on the steering wheel is in good condition and that all connectors are properly secured.
5. After completing steps 1 through 3 and not finding any obvious damage, then replace the steering wheel.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• G10 for CPO Covered Vehicles – Verify Owner.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4810		
Damage Code:	0040		
Labor Operations:	Driver airbag unit remove + reinstall (included in labor op 4810 1900 if the steering wheel has to be replaced)	6958 1900	See SRT with associated operations
	Inspecting steering wheel for damage	4810 1999	5 TU
	Steering wheel remove + reinstall (if required. Do not claim labor op 6958 1900 if this labor op is claimed)	4810 1900	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 15 TU)
	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 #2061932/3		

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.



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Required Parts and Tools

Always check with your Parts Department and/or ETKA for the latest information and parts bulletins.		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
See ETKA	Steering Wheel (if required)	01

Additional Information

All parts and service references provided in this TSB (2061932) are subject to change and/or removal.

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