Technical Service Bulletin

39 Quattro Ultra, DTC U030000 is stored in the all-wheel drive control module

39 21 45 2048671/5 November 12, 2021. Supersedes Technical Service Bulletin Group 39 number 20-26 dated March 17, 2020 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad	2017 - 2021	All	Quattro Ultra
A5	2018 - 2021	All	Quattro Ultra
Q5	2019 - 2021	All	Quattro Ultra
A6, A7	2019 - 2021	All	Quattro Ultra

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
5	-	Revised header (Added Models and Model Years) Revised *Service* (Updated SVM software)
4	03/17/2020	Revised title Revised *Warranty* (Updated Service Number and Claim Types)
3	11/26/2018	Revised title Revised *Service* (SVM software update added, Part replacement removed) Revised *Warranty* (Updated Labor Operations) Revised *Required Parts and Tools* (Removed table)

Customer states:

- "All Wheel Drive Malfunction Message" is displayed in the instrument cluster.

Workshop findings:

The following DTC is logged in the all-wheel drive control module, J492 (address word 0022):

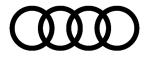- **DTC U030000** (Internal Control Module Software Incompatibility active/static).

Technical Background

Quattro Ultra software error.

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Production Solution

New software in the all-wheel drive control module, J492 (address word 0022) addressed the condition.

Service

1. Check the software version number in the all-wheel drive control module, J492 (address word 0022) (Figure 1).

Figure 1. *Software Part and Version Number.*

2. Compare the installed software part number and software version number to the SVM table below. If the SVM table indicates a new software is available then perform the software update.

SVM Update Instructions

3. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*

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4. Update the all-wheel drive control module, J492 (address word 0022) using the SVM action code as listed in the table below, if necessary:

Model	Transmission	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
A4 allroad	0CJ	8W9927755	0006	8W9927755	0012	
A4/A5 Automatic	0CJ	8W6927755A	0006	8W0927755C	0012	
		8W0927755C	0011	8W0927755C	0012	
		8W6927755A	0006	8W6927755C	0012	
A4/A5 manual	0CX	8W0927755	0006	8W0927755	0012	
	0CX	8W6927755	0006	8W6927755	0012	22A007
Q5	0CJ	80A927755	0006	80A927755	0012	
		80A927755C	0008	80A927755C	0024	
A6/A7	0HL	4K0927755C	0008	4K0927755C	0024	
		4K0927755	0008	4K0927755	0024	
		4K0927755A	0007	4K0927755D	0027	

5. Road test after the update to confirm the repair.

Warranty

Claim Type:	• 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:	3993
Damage Code:	0039

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Labor Operations:	SVM update	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2048671/5		

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

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All parts and service references provided in this TSB (2048671) are subject to change and/or removal.