



Technical Service Bulletin

93 Red electrical malfunction warning, or the vehicle does not start, DTC U011000 is stored in the TCM

93 21 58 2065538/1 December 15, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A7 PHEV	2019 - 2021	All	PHEV
Q5 PHEV	2019 - 2021	All	PHEV

Condition

Customer states:

- There is a red electrical malfunction message or drive system malfunction in the instrument cluster.
- The vehicle does not start.

Workshop findings:

The following DTC may be stored in the transmission control module (TCM), J217 (address word 0002):

- **DTC U011000** (Lost Communication with Drive Motor Control Module 'A') active/static with symptom code 20952.

Technical Background

12 Volt supply briefly drops and a low-voltage monitoring system detects this. This can cause no further communication with the power electronics.

Production Solution

Not applicable.

Service

If the above conditions has been confirmed, proceed as follows:

1. Establish a full bus sleep cycle (leave vehicle stationary and locked for at least 20 minutes -> the time for a full bus sleep cycle may be longer or shorter, depending on the vehicle).
2. Erase the DTCs.
3. Establish a full bus sleep cycle.
4. Recheck for the concern.



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If the above does not repair the concern, then proceed with the ODIS test plans to repair the vehicle.



Tip: If it is deemed the 12 Volt battery is faulty, causing this concern the battery repair is not part of this TSB and should be performed in accordance to the *Audi Warranty Policies and Procedures Manual*.

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:	9350		
Damage Code:	0040		
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 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 # 2065538/1		

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.

Additional Information

All part and service references provided in this TSB (2065538) 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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