



Technical Service Bulletin

48 DTC C10AC07: Steering mechanical malfunction logged in the J500

48 22 19 2065872/2 March 3, 2022. Supersedes Technical Service Bulletin Group 48 number 22-15 dated January 28, 2022, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3 Sportback e-tron	2018	All	Not Applicable
A3 Cabriolet	2018 – 2019		
A3, S3, RS 3, TT, TTS, TT Roadster, and TT RS	2018 – 2020		
Q3	2019 – 2020		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Added Note and SVM code)
1	01/28/2022	Initial publication

Customer states:

- There are no customer complaints.

Workshop findings:

During an inspection work, the following DTC is found in the power steering control unit J500 (diagnostic address 0044):

- **C10AC07:** Steering mechanical malfunction (active/static).
- Symptom codes: 24320 or 24321 or 24322 or 24323 or 24324 or 24325

Technical Background



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Software issue.

Production Solution

Improved software.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the J500 (0044) using the SVM action code as listed in the table below, if necessary:



Note:

- Please perform the following software updates **one after the other and in the correct order**:
- Run SVM code **44A034** first, then SVM code **44B034**.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Code Input
A3	3Q0909144L	5081	3Q0909144L	5082	1 st code: 44A034 2 nd code 44B034
	5Q0909144AA	1081	5Q0909144AA	1082	
TT	3Q0909144L	5081	3Q0909144L	5082	
Q3	5Q0909144AA	1081	5Q0909144AA	1082	
	5QF909144A	5581	5QF909144A	5582	

Warranty



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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:	4835		
Damage Code:	0040		
Diagnostic Time:	GFF	0151 0000	Time stated on the diagnostic protocol (Max 50 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 2065872/2		

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(s) will be necessary to complete this procedure:

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

All part and service references provided in this TSB (2065872) 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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