



Technical Service Bulletin

57 PSS Safe CP in Cluster w/ DTC U110100; C115E54

57 24 32 2072587/2 February 23, 2024. Supersedes Technical Service Bulletin Group 57 number 24-29 dated January 4, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron quattro, e-tron Sportback quattro, e-tron S	2023	All	Not Applicable
A4, A4 allroad, S4, A5, A5 Cabriolet, A5 Sportback, S5, S5 Cabriolet, S5 Sportback, RS 5, RS 5 Sportback, e-tron Gt, RS e-tron GT, Q7, SQ7, Q8, SQ8, and RS Q8	2023 – 2024		
Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron	2024		

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Condition</i> (Added additional DTC)
1	01/04/2024	Initial publication

This bulletin applies to MY23-24 A4, A5, Q7, Q8, e-tron quattro, e-tron Sportback, Q8 e-tron, and e-tron GT vehicles only.

Customer states:

The message “SAFE CP” appears in the instrument cluster along with other various messages.

Workshop findings:

DTC “U110100: Component protection active” is stored in any of the following control units:

- Brake Electronics Control Unit, -J104- (diagnostic address 0003).

And/or



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- Electronic Central Electrical (BCM), -J519- (diagnostic address 0009).

And/or

- Airbag Control Unit, -J234- (diagnostic address 0015).

And/or

- Instrument Cluster, -J285- (diagnostic address 0017).

And/or

- Control Unit for Night Vision System, -J853- (diagnostic address 0084).

NOTICE

The subsequent DTC “C115E54: Inertial sensors no basic setting” may be logged in the airbag control unit (diagnostic address 0015).

Technical Background

There is a software issue in the Comfort System Control Module (diagnostic address 0046).

Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

Service

NOTICE

This PSS does not apply if the DTC “U110100: component protection active” is logged in the Gateway (diagnostic address 0019) and/or in the Comfort System Control Module (diagnostic address 0046).

1. Explain to the customer that a solution is expected to be available by the end of the first quarter of 2024 (subject to change). Do not replace any components for this condition since this will not resolve the customer’s concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

Workaround:

To temporarily resolve the customer’s concern, perform a terminal 30 reset on the Comfort System Control Module, -J393- (diagnostic address 0046). To do so, use the latest wiring diagrams available through the repair manual and remove all three fuses for at least 10 minutes. Once complete, perform the component protection test plan in the affected control units the DTCs were stored in.



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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:	5789		
Damage Code:	0039		
Labor Operations:	Reset Comfort System Control Module	5789 4199	10 TU
Diagnostic Time:	GFF	0151 0010	See SRT with associated operations
	GFF	0151 0060	Time stated on the diagnostic protocol
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB 2072587/1		

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 (**2072587**) 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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