

Technical Service Bulletin

Topic	37 Message in instrument cluster: "Drive system: fault. Please contact workshop", DTC B114E13 or B114F13 in DA 8119
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079294/1
Level	EH
Status	Released for publishing
Release date	Sep 23, 2025

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> warning display symbols	functionality	
information, navigation, communication, entertainment -> information display symbols	functionality	
information, navigation, communication, entertainment -> driver information system (DIS, MFI, MMI) -> text display -> message: drive malfunction please service vehicle	functionality -> activates	
information, navigation, communication, entertainment -> malfunction display symbols	functionality	
information, navigation, communication, entertainment -> indicator display symbols	functionality	

New workshop code

Object of complaint	Complaint type	Position
transmission -> operation, shift and power distribution control -> shift lever -> gear selector switch (Tiptronic)	component, automotive fluids -> installed incorrectly	

Vehicle data

Audi A5 / Q6 / Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FU*	2025	A		*	*	*
GF*	2025	A		*	*	*
GU*	2025	A		*	*	*

Documents

Document name
master.xml



Connection offline

Technical Service Bulletin

Transaction No.: **2079294/1**

37 Message in instrument cluster: "Drive system: fault. Please contact workshop", DTC B114E13 or B114F13 in DA 8119

Release date: Sep 23, 2025

Condition

Customer states:

The message **"Drive system: fault. Please contact workshop"** appears in the instrument cluster.

Workshop findings:

The following event memory entry is logged in multifunction steering wheel control unit 3 -J453- (diagnostic address 8119):

B114E13 Tiptronic downshift button (on steering wheel), open circuit.

OR

B114F13 Tiptronic upshift button (on steering wheel), open circuit.

Technical Background

Incorrect wire routing in steering wheel and oversensitive diagnostic parameters in multifunction steering wheel control unit 3 -J453- (diagnostic address 8119).

Production Solution

Optimized wire routing from week 31/2025 onwards.

Modified parameters in control unit -J453- from week 39/2025 onwards.

Service

Remove the airbag unit in the steering wheel as specified in the Workshop Manual.

Check the routing of the wires to the left and right paddle levers on the steering wheel and take appropriate photos.

When billing, please always attach photos that clearly show the complaint to DOC-IT. To ensure a reference to the vehicle, the image must:

- Include the VIN and date.
- Must not be edited.
- Should be in focus and taken with sufficient light. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis has a clear reference to the complaint. Please ensure that the photo documentation does not show any people and/or face, license plates, or customer data.

Figure 1 shows an example of incorrect wire routing.



Figure 1. *Incorrect wire routing.*

Unplug the connector and check the wiring harness for damage.

Route the wires on the left and right sides of the steering wheel so that they are guided through the corresponding retaining lug (refer to Figures 2 and 3).



Figure 2. *Correct wire routing on left side.*

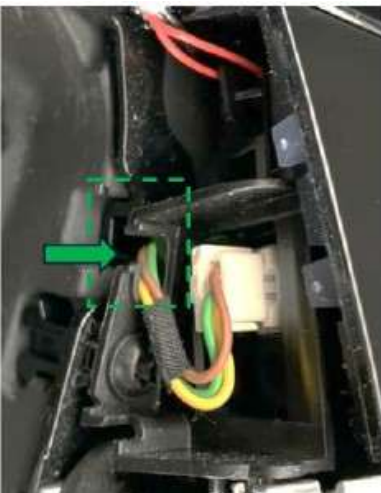


Figure 3. *Correct wire routing on right side.*

Reinstall the airbag unit as specified in the Workshop Manual and then erase the event memory entries for the vehicle as a whole. Then perform a road test of at least 10 miles and reassess the complaint.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	3718		
Damage Code:	0029		
Labor Operations:	Remove and install airbag unit	6958 19xx	See SRT with associated operations
	Check steering wheel	4810 0199	10 TU
	Modify steering wheel	4810 4999	5 TU
	GFF / Guided Functions	0150 0060	Time stated on the diagnostic protocol
	Check vehicle (road test)	0689 0199	Bill according to time required
Claim Comment:	As per TSB 2079294/1		

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 (**2079294**) 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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