

Vehicle-specific service

Topic	93 PSS Q5/A7 PHEV electrical system fault - U029A00, U059B00, P0B3400 in 008C
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2079460/1
Level	EH
Status	Released for publishing
Release date	Oct 2, 2025

Vehicle data

Q5 PHEV

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
FY*	2024	A		*	*	*
FY*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	FY	*	P	2	000001	999999		
WA1	*	FY	*	R	2	000001	999999		
WA1	*	FY	*	S	2	000001	999999		
WA1	*	FY	*	M	2	000001	999999		
WA1	*	FY	*	N	2	000001	999999		

PR numbers

PR numbers
?:with 0K3

A7 PHEV

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
4K*	2021	A		*	*	*
4K*	2022	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WAU	*	F2	*	N	N	000001	999999		
WAU	*	F2	*	M	N	000001	999999		

PR numbers

PR numbers
?:with OK3

Documents

Document name
master.xml



Connection offline

Vehicle-specific service

Transaction No.: **2079460/1**

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Release date: Oct 2, 2025

Condition

This bulletin applies to MY21-25 Q5 PHEV MY21-22 A7 PHEV vehicles only.

Customer states:

Vehicle cannot be started.

The red electrical system warning is shown in the instrument cluster with the message “electrical system: fault Safely stop vehicle”.

Workshop findings:

The complaint can be reproduced

The following DTC is stored in the hybrid battery management, J840 (address word 008C):

- **U029A00:** Lost communication with Hybrid/EV Battery Pack Sensor Module.
- **U059B00:** Invalid Data Received From Hybrid/EV Battery Pack Sensor Module.
- **P0B3400 (Symptom ID: 40975):** High Voltage Service disconnect Circuit Performance.

Technical Background

Software issue.

Production Solution

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

Service

1. Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is expected to be available by the end of the 3rd quarter of 2026 (subject to change) and that no repairs are necessary at this point.
2. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

The following procedure must be performed if both the customer complaint and workshop findings apply,

The fault can be rectified by opening the safety circuit and interrupting the contactors' 12-volt control circuit. Please perform the following steps to do this:

- De-energize the high voltage system according to ELSA.
- Remove the fuse for AX1 (A7 PHEV SN10, Q5 PHEV SF11).
- Wait 1 minute.
- Re-install the fuse for AX1.

- Re-energize the high-voltage system according to ELSA.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9327		
Damage Code:	0039		
Labor Operations:	Repair high-voltage battery (remove fuse)	9303 4199	10TU
	GFF	0150 0010	See SRT with associated operations
	De-activate and activate high-voltage system	9310 8350	See SRT with associated operations
	GFF	0150 0060	Time stated on the diagnostic protocol
Claim Comment:	As per TSB 2079460/1		

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 (**2079460**) 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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