



Technical Service Bulletin

97 MMI display black and/or a parking brake malfunction, DTCs C100C01, U105400, U10B800, U10E200, and/or U10CA00

97 19 69 2057768/2 December 20, 2019. Supersedes Technical Service Bulletin Group 97 number 19-68 dated November 22, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Updated Part Number) Revised <i>Required Parts and Tools</i> (Updated Part Number)
1	11/22/2019	Initial publication

Customer states:

One or more of the following concerns are present either intermittently or all the time:

- MMI does not come on or MMI screen remains black.
- Parking brake malfunction shown in instrument cluster.
- The parking brake cannot be released.

Workshop findings:

One or more of the following DTC(s) may be stored relating to the ABS control module, J104 (address word 0003), data bus on board diagnostic interface, J533 (address word 0019) and/or a failure in communication with the information electronics control module 1, J794 (address word 005F):

ABS control module:

- **DTC C100C01** (Electro-mechanical parking brake button Electrical error).

Data bus on board diagnostic interface:

- **DTC U105400** (Information electronics control module 1 No Communication).

Information electronics control module 1:

- **DTC U10B800** (Local data bus Faulty).
- **DTC U10E200** (Multimedia display unit 1 No communication).
- **DTC U10CA00** (Optical data bus for information electronics 1 Sporadic disruption).



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Technical Background

The wire harness underneath the center console may be pinched during assembly.

Production Solution

Harness protection added underneath the center console.

Service

If one or more of the customer concerns is present along with one or more of the faults listed above, inspect the harness underneath the center console for damage.

1. Remove the center console according to the repair manual.



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Figure 1. Location to inspect underneath center console.

2. Inspect the harness under the center console for damage as shown in Figures 1 and 2.

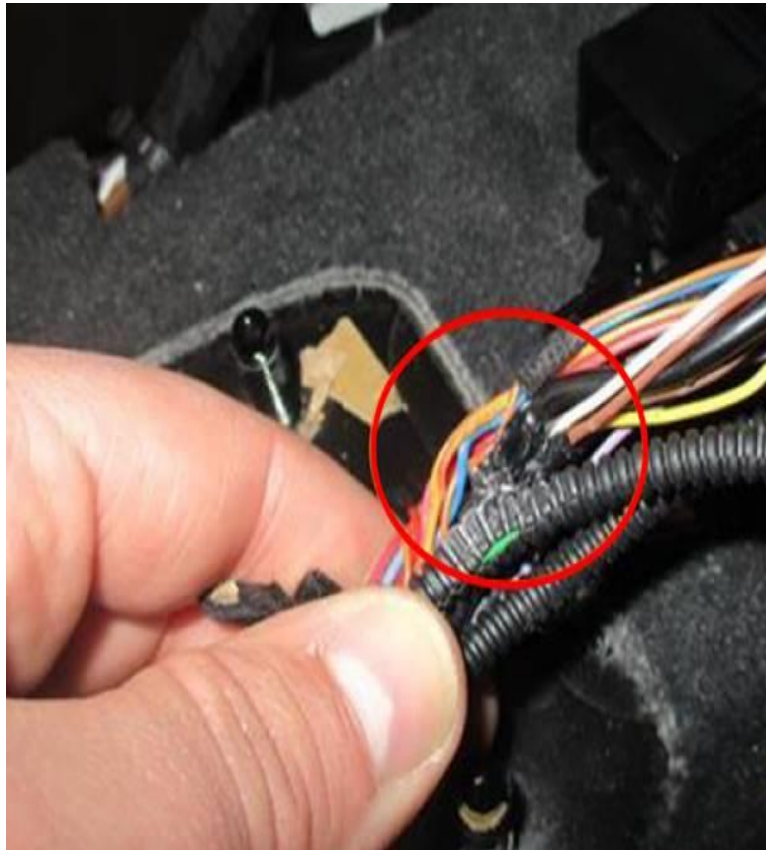


Figure 2. The harness is damaged during assembly.

3. If damage is found as shown in Figure 2, repair the damaged wires using VAS 1978B. Additionally, add the harness protection using the steps below.



Note:

If there is no damage present, continue with standard diagnosis. Ensure the harness is not pinched during re-assembly.

4. Once the damaged wires have been repaired with VAS 1978B, wrap the repaired section with the textile tape N 107 290 02.
5. Install the corrugated tube part number N 107 328 01 over the wrapped cables between the red lines indicated in Figure 3.



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6. Using textile tape N 107 290 02, completely wrap the corrugated tube over the harness so that it cannot slip out of place (red arrow on Figure 3).

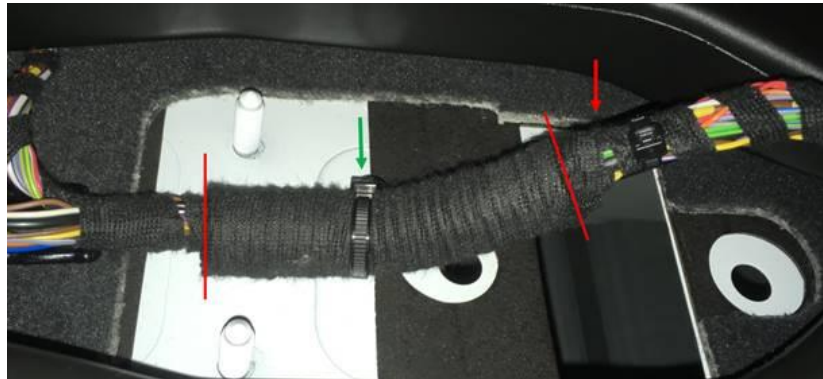


Figure 3. Completed harness protection.

7. Use a new cable tie, part number **3D0 971 838 A** and secure the harness to the body (green arrow on Figure 3).
8. Once complete, refit the center console according to the repair manual.

Warranty

Claim Type:	• 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:	9709		
Damage Code:	0024		
Labor Operations:	Remove and install console	6817 1900	See SRT
	Check central wiring harness	9709 0199	10 TU
	Repair central wiring harness (depends on number of damaged cables)	9709 41XX	See SRT
	Modify central wiring harness	9709 4999	20 TU
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 100 TU)
	Road test prior to the service procedure	No allowance	0 TU



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	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2057768/2		

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.

Required Parts and Tools

The part numbers mentioned in this TSB are different than the ones listed in ETKA. Only use parts listed in this TSB, this includes superseding part numbers!		
Part Number	Part Description	Quantity
See ETKA	Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual	See ETKA/ELSA
N 10732801	Corrugated tube	.25
N 10729002	Textile tape	.1
3D0971838	Cable tie	01

Tool Number	Tool Description
VAS 1978B	Harness repair kit
VAS 61XX	ODIS Service with VAS tester

Additional Information

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