



Technical Service Bulletin

39 Quattro Ultra, DTC U030000 is stored in the all-wheel drive control module

39 20 26 2048671/4 March 17, 2020. Supersedes Technical Service Bulletin Group 34 number 18-38 dated November 26, 2018 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A4 allroad	2017 - 2018	All	Quattro Ultra
A5, A5 Cabriolet, A5 Sportback, and Q5	2018	All	Quattro Ultra

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised title Revised <i>Warranty</i> (Updated Service Number and Claim Types)
3	11/26/2018	Revised title Revised <i>Service</i> (SVM software update added, Part replacement removed) Revised <i>Warranty</i> (Updated Labor Operations) Revised <i>Required Parts and Tools</i> (Removed table)
2	02/19/2018	Revised <i>Service</i> (New instructions for software level 0003 or lower and added Note) Revised <i>Warranty</i> (Updated Labor Operations) Revised <i>Required Parts and Tools</i> (Added table)

Customer states:

- “All Wheel Drive Malfunction Message” is displayed in the instrument cluster.

Workshop findings:

The following DTC is logged in the all-wheel drive control module, J492 (address word 0022):

DTC U030000 (Internal Control Module Software Incompatibility active/static).



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Technical Background

Quattro Ultra software error.

Production Solution

New software in the all-wheel drive control module, J492 (address word 0022) addressed the condition.

Service

1. Check the software version number in the all-wheel drive control module, J492 (address word 0022) (Figure 1).

Address: 0022 System name: 22 - All-Wheel Drive Electronics Log versions: UDS/ISOTP (Ereignisse: 1)

☐ Identification:

Hardware part number:	0CJ927749
Part number:	80A927755
Hardware version number:	H01
Software version number:	0004
Production date:	13.02.2017
Coding:	☐
Coding:	11070000
Ability to flash:	Unknown
System name:	Q5_DL3_N_SD4
ASAM base version:	BV_AllWheelContrUDS
ASAM 2D/ODX data set:	EV_AWDCQUOD31
ASAM 2D/ODX data set version:	001048
ASAM/ODX control module version being used:	EV_AWDCQUOD31_001
Equipment code:	00 00 00 00 00 00 00 00 00 00 00 00
System abbreviation:	J492

☐ DTC memory entries:

DTC memory entry

Number:	U030000: Internal Control Module Software Incompatibility
Error type 2:	active/static
Symptom:	34397
Status:	01100101

Figure 1. Software Version Number.

2. If the software version number is lower than 0006 update the software per the directions below.

SVM Update Instructions

3. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*



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4. Update the all-wheel drive control module, J492 (address word 0022) using the SVM action code as listed in the table below, if necessary:

Model	Transmission	Old Software Part Number	Old Software Version (or lower)	New Software Part Number	New Software Version (or higher)	SVM Code Input
Allroad	0CJ	8W9927755	0005	8W9927755	0006	22A007
A4 manual	0CX	8W0927755		8W0927755		
A5 manual	0CX	8W6927755		8W6927755		
Q5	0CJ	80A927755		80A927755		

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:	3993		
Damage Code:	0039		
Labor Operations:	SVM update	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2048671/4		

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.



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Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

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

All parts and service references provided in this TSB (2048671) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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