



Technical Service Bulletin

90 Drive select menu is greyed out in the MMI, DTC U111000 is stored in the information electronics control module

90 21 86 2061989/1 January 28, 2021.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	2021	All	Not Applicable

Condition

Customer states:

- The drive select menu is greyed out in the MMI and the message “The selected system is currently unavailable” appears (Figure 1).



Figure 1. Drive select is unavailable.

Workshop findings:

The following DTC is stored as static in the information electronics 1, J794 (address word 005F)

- DTC U111000** (Function restriction due to communication interruption) with symptom code 7191.

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service



Note:

Parts replacement does not solve this issue. Claims for replaced parts will be subject to review.

If the above condition and DTC are present, perform the replacement test plan for the Gateway, J533 (address word 0019) as follows:

1. At the first prompt, use selection 2 – New control module (Figure 2).

What control module is currently installed?

-1- Old control module
-2- New control module

Entry: - 2 -

Figure 2. First prompt.

2. At the second prompt, use selection 1 – No SVM code (Figure 3).
- Check whether your ordering system/parts catalog (e.g. ETKA, special note, ...) or one of the available Technical Service Bulletins (TSB) indicates a SVM code (e.g. XCHG...).

Does your ordering system/parts catalog (e.g. ETKA, special note, etc.) or one of the available Technical Service Bulletins (TSB) indicate a SVM code?

-1- No SVM code
-2- SVM - Code exists

Entry: -1-

Figure 3. Second prompt.

3. Follow the on screen prompts.
4. Once complete allow a 10 minute sleep cycle and re-check the operation. Drive select functions are now restored and the DTC can be cleared.

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:	9035
Damage Code:	0040



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Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 50 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2061989/1		

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.

Required Parts and Tools

Tool Number	Tool Description
VAS 6160/VAS 6150	VAS tester with current version of ODIS (Windows 10)

Additional Information

All part and service references provided in this TSB (2061989) 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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