



Technical Service Bulletin

96 Intersection assist/lane change assist are inop, DTC C12BFF0 is stored in the lane change module or the radar sensor

96 21 74 2063336/2 November 24, 2021. Supersedes Technical Service Bulletin Group 96 number 21-70 dated June 10, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8, S8	2018 - 2023	All	Audi virtual cockpit
A6, A7, Q8, and Audi e-tron quattro	2019 – 2023	All	Audi virtual cockpit
A6 allroad, S6, RS 6, S7, RS 7, A8 PHEV, Q7, SQ7, SQ8, RS Q8, and Audi e-tron sportback quattro	2020 – 2023	All	Audi virtual cockpit
A6 Avant, RS 6 Avant, and A7 PHEV	2021 – 2023	All	Audi virtual cockpit
Audi e-tron GT, Audi RS e-tron GT	2022 - 2023	All	Audi virtual cockpit

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added Models)
1	06/10/2021	Initial publication

Customer states:

The intersection/lane change assist are inoperative. One of the following messages are shown in the instrument cluster:

- “Intersection assist: fault. Please contact workshop.”
- “Side assist and exit warning system: fault. Please contact workshop.”



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- “Rear cross-traffic assist: fault. Please contact workshop.”
- “Audi pre sense: fault. Please contact workshop.”

Workshop findings:

The following DTC may be stored in one of the lane change assist control modules, J769/J770 (address word 003C/00CF) or the radar sensor control module for object detection, J1088/J1089 (address word 00DB/00DC):

- **DTC C12BFF0** (Radar sensor automatic calibration not possible).

Technical Background

The sensors listed above are calibrated continuously in relation to the detected surroundings when the vehicle is being driven at a speed above a defined threshold.

If the calculated dynamic angle offset exceeds $\pm 5^\circ$ during this automatic calibration process, the DTC specified above is logged and the corresponding messages appear in the instrument cluster.

Production Solution

Not applicable.

Service

The following possible causes are known for this behavior:

- Sensors which are loose or not fully seated in their mounts.
- Incomplete calibration of sensors after sensor replacement.
- Decals/stickers/NFC tags in sensor field of view (either on the inside or on the outside of the bumper cover).
- Excessive dirt in sensor field of view (either on the inside or on the outside of the bumper cover).
- Damage to bumper cover in sensor field of view.
- Inadequate paintwork (paint repairs) on bumper cover in sensor field of view.
- Non-conforming paintwork on the inside or outside of the bumper cover.

Please check whether the possible causes listed above apply here and remedy these issues yourself.

If the cause cannot be clearly identified and calibration of the affected sensor fails, please observe the following procedure:

1. Remove the corresponding sensor from its mount and then reseal it. Then perform calibration again.



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2. If calibration fails again, swap the sensors on the left and right sides of the vehicle. Please note: After switching the sensors around, full replacement procedure must be performed using ODIS-S so that the correct data set which is required for subsequent calibration is available on the sensors. After successful activation, perform calibration again.



Tip: To calibrate the sensors, the dynamic calibration procedure should preferably be used.



Tip: Replacing the corresponding radar sensor without clear findings will NOT resolve the issue.

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:	9635		
Damage Code:	0010		
Labor Operations: (as required depending on the affected control module)	Remove and install lane change assist control unit	9635 19XX	See SRT with associated operations
	Remove and install object detection control unit	9158 19XX	See SRT with associated operations
	Remove and install 2 lane change assist control units	9635 20XX	See SRT with associated operations
	Remove and install 2 object detection control units	9158 20XX	See SRT with associated operations
Diagnostic Time:	GFF	0150 0000	Time stated on the diagnostic protocol (Max 90 TU)
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU



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Claim Comment:	As per TSB #2063336/2
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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 (2063336) 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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