



Technical Service Bulletin

90 No start until after a gateway reset, DTC U010000 stored in the data bus on board diagnostic interface control module

90 20 50 2059738/1 June 15, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4, A5, A6, A7, A8, Q5, Q7, and Q8	2019	All	Not Applicable

Condition

Customer states:

- The engine does not crank/start.
- The instrument cluster does not turn on, or only partially turns on.

Workshop findings:

- No communication is possible.

Or

The following DTC may be stored in the data bus on board diagnostic interface control module, J533 (address word 0019):

- **DTC U010000** (Lost Communication with ECM/PCM).

Technical Background

Due to a gateway control module software issue in affected vehicles, a no start condition may occur.



Tip: To restore functionality, either unplug the gateway or disconnect the battery from the vehicle for 30 seconds.

Production Solution

New software in the data bus on board diagnostic interface control module, J533 (address word 0019) addressed the condition.



Technical Service Bulletin

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the data bus on board diagnostic interface control module, J533 (address word 0019) using the SVM action code as listed in the table below, if necessary:

Model	Old Hardware Part Number	Old Software Part Number	Old Software Version	New Software Version	SVM Code
A6, A7, A8, and Q8	4K0907468B	4K0907468B	117	119	19A018
			118		
	4K0907468C	4K0907468C	117		
			118		
A4, A5, Q5, and Q7	80A907468A	80A907468A	117		
			118		
	80A907468B	80A907468B	117		
			118		

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:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 100 TU)
Diagnostic Time:	GFF	No allowance	0 TU



Technical Service Bulletin

	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 #2059738/1		

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

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

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

All part and service references provided in this TSB (2059738/1) 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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.