



Technical Service Bulletin

01 MIL on, DTC U300100 is stored in the ECM

01 20 84 2060565/1 September 1, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7, A8, and Q8	2019	All	3.0 TFSI

Condition

Customer states:

- MIL on.

And/or

- The engine does not start.

Workshop findings:

The following DTC is stored in the engine control module (ECM), J623 (address word 0001):

- **DTC U300100** (Control Module Improper Shutdown).
- Deleting the DTC (static) is not possible.

Technical Background

The DTC sets due to a low voltage event. Update the ECM with new software.

Production Solution

New ECM software.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the ECM, J623 (address word 0001) using the SVM action code as listed in the table below, if necessary:



Technical Service Bulletin

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input
A6, A7	4K0907559A	0003 0004	4K0907559A	0007	01A255
A8	4N0907559B	0002 0003 0004 0005	4N0907559B	0007	
Q8	4M8907559A	0001 0002	4M8907559A	0003	

Warranty

Claim Type:	• 110 up to 48 Months/50,000 Miles. • 1E1 up to 8 Years/80,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	2470		
Damage Code:	0039		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 50 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	0121 0004	10 TU
Claim Comment:	As per TSB #2060565/1		

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.



Technical Service Bulletin

Additional Information

All part and service references provided in this TSB (2060565) 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.