



Technical Service Bulletin

69 PSS Airbag warning lamp on, B10174A, B10364A, B197A4A, B197B4A, B10184A, B10194A, B101A4A, B101B4A

69 23 96 2070243/2 October 9, 2023. Supersedes Technical Service Bulletin Group 69 number 23-88 dated May 9, 2023 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 – 2024	All	Not Application

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header and <i>Condition</i> (Add Model Year 2024) Revised <i>Production Solution</i> (Remove Production Solution) Revised <i>Service</i> (Modify Service Solution Availability)
1	05/09/2023	Initial publication

This bulletin applies to Q4 Model Years 2022, 2023 and 2024.

Customer states:

- The airbag warning lamp is on.

Workshop findings:

- The function of the airbags is not affected.

One or more of the following DTCs are stored sporadically in the airbag control module, J234 (address word 0015):

- DTC B10174A** Crash sensor for side airbag, driver's side, wrong component installed
- DTC B10364A** Crash sensor for side airbag, passenger's side, incorrect component installed
- DTC B197A4A** Crash sensor for side airbag B-column driver side wrong component fitted
- DTC B197B4A** Crash sensor for side airbag B-column passenger side wrong component fitted
- DTC B10184A** Rear Side Airbag Crash Sensor (on driver's side), wrong component installed
- DTC B10194A** Crash sensor for side airbag rear passenger side, wrong component installed
- DTC B101A4A** Crash sensor for front airbag, driver's side, wrong component installed
- DTC B101B4A** Crash sensor for front airbag, front passenger side, incorrect component installed



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Technical Background

This is a software related concern; the function of the airbags is not affected.

Production Solution

Not applicable.

Service

1. This is a rare occurrence, and is unlikely to reoccur. Please clear the DTC or DTCs as listed and return the vehicle to the customer.
2. Explain to the customer that a solution is expected by the end of the first quarter of 2024 (subject to change) and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer's concern.
3. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2070243**) 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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