



# Technical Service Bulletin

## 57 PSS Safe CP in Cluster w/ DTC U110100; C115E54

57 24 35 2072587/3 April 5, 2024. Supersedes Technical Service Bulletin Group 57 number 24-32 dated February 23, 2024 for reasons listed below.

| Model(s)                                                             | Year        | VIN Range | Vehicle-Specific Equipment |
|----------------------------------------------------------------------|-------------|-----------|----------------------------|
| e-tron quattro, e-tron Sportback quattro, and e-tron S               | 2023        | All       | Not Applicable             |
| e-tron GT, RS e-tron GT, Q7, SQ7, Q8, SQ8, and RS Q8                 | 2023 - 2024 |           |                            |
| Q8 e-tron, Q8 Sportback e-tron, SQ8 e-tron, and SQ8 Sportback e-tron | 2024        |           |                            |

## Condition

| REVISION HISTORY |            |                                                 |
|------------------|------------|-------------------------------------------------|
| Revision         | Date       | Purpose                                         |
| 3                | -          | Revised header (Updated models)                 |
| 2                | 02/23/2024 | Revised <i>Condition</i> (Added additional DTC) |
| 1                | 01/04/2024 | Initial publication                             |

This bulletin applies to MY23-24 Q7, Q8, e-tron quattro, e-tron Sportback, Q8 e-tron, and e-tron GT vehicles only.

For MY23-24 A4/A5 vehicles, refer to TSB 2073601: *57 Safe CP in Cluster w/ DTC U110100; C115E54*.

### Customer states:

The message “SAFE CP” appears in the instrument cluster along with other various messages.

### Workshop findings:

DTC “U110100: Component protection active” is stored in any of the following control units:

- Brake Electronics Control Unit, -J104- (diagnostic address 0003).

And/or

- Electronic Central Electrical (BCM), -J519- (diagnostic address 0009).

And/or



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- Airbag Control Unit, -J234- (diagnostic address 0015).

And/or

- Instrument Cluster, -J285- (diagnostic address 0017).

And/or

- Control Unit for Night Vision System, -J853- (diagnostic address 0084).

## NOTICE

The subsequent DTC “C115E54: Inertial sensors no basic setting” may be logged in the airbag control unit (diagnostic address 0015).

## NOTICE

This PSS does not apply if the DTC “U110100: component protection active” is logged in the Gateway (diagnostic address 0019) and/or in the Comfort System Control Module (diagnostic address 0046).

## Technical Background

There is a software issue in the Comfort System Control Module (diagnostic address 0046).

## Production Solution

This bulletin will be updated when more information is available. A solution is currently under development.

## Service

1. Explain to the customer that a solution is expected to be available by the end of the second quarter of 2024 (subject to change). Do not replace any components for this condition since this will not resolve the customer's concern.
2. Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links* >> *Service*).

### Workaround:

To temporarily resolve the customer's concern, perform a terminal 30 reset on the Comfort System Control Module, -J393- (diagnostic address 0046). To do so, use the latest wiring diagrams available through the repair manual and remove all three fuses for at least 10 minutes. Once complete, perform the component protection test plan in the affected control units the DTCs were stored in.



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## Warranty

|                          |                                                                                                                                                                                                                                                     |              |                                                    |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|----------------------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered vehicles – Verify Owner.</li><li>• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.</li></ul> |              |                                                    |
| <b>Service Number:</b>   | 5789                                                                                                                                                                                                                                                |              |                                                    |
| <b>Damage Code:</b>      | 0039                                                                                                                                                                                                                                                |              |                                                    |
| <b>Labor Operations:</b> | Reset Comfort System Control Module                                                                                                                                                                                                                 | 5789 4199    | 10 TU                                              |
| <b>Diagnostic Time:</b>  | GFF                                                                                                                                                                                                                                                 | 0150 0010    | See SRT with associated operations                 |
|                          | GFF                                                                                                                                                                                                                                                 | 0150 0060    | Time stated on the diagnostic protocol (Max 20 TU) |
|                          | Road test prior to service procedure                                                                                                                                                                                                                | No allowance | 0 TU                                               |
|                          | Road test after service procedure                                                                                                                                                                                                                   | No allowance | 0 TU                                               |
| <b>Claim Comment:</b>    | As per TSB 2072587/3                                                                                                                                                                                                                                |              |                                                    |

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 (**2072587**) 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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