



# Technical Service Bulletin

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## 93 PSS Q4 drive system fault P164700/P060C00

93 24 66 2074415/1 July 1, 2024.

| Model(s)                                 | Year        | VIN Range | Vehicle-Specific Equipment |
|------------------------------------------|-------------|-----------|----------------------------|
| Q4 e-tron, and<br>Q4 e-tron<br>Sportback | 2022 - 2024 | All       | Not Applicable             |

## Condition

**This bulletin applies to MY24 Q4 vehicles only.**

### Customer states:

Drive system fault in instrument cluster

### Workshop findings:

The following DTC is stored in the Engine Control Module, J623 (address word 0001):

**P164700 symptom 44180 and/or 44181**

and

**P060C00 symptom 43863**

## Technical Background

Software robustness.

## Production Solution

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

## Service

Diagnose the vehicle according to the instructions listed below. If the customer's vehicle condition matches the condition listed in the *Technical Background* of this PSS TSB, explain to the customer that a solution is expected and that no repairs are necessary at this point.

1. Please postpone the repair with parts replacement until then as there is currently no effective repair for the complaint described by the customer.
2. Please perform GFF for error code P164700, then the DTC entry is set to sporadic after performing basic setting and terminal 15 reset.
3. Then the DTC entry can be deleted.



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Do not replace any components for this condition since this will not resolve the customer's concern.

Create a PSS record in the PSS application through the Pending Service Solutions (PSS) link in AccessAudi (under *Related Links >> Service*).

## 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 of any warranty, this Technical Service Bulletin is informational only.</li></ul> |           |                                        |
| <b>Service Number:</b>  | 9370                                                                                                                                                                                                                                                   |           |                                        |
| <b>Damage Code:</b>     | 0040                                                                                                                                                                                                                                                   |           |                                        |
| <b>Diagnostic Time:</b> | GFF                                                                                                                                                                                                                                                    | 0150 0060 | Time stated on the diagnostic protocol |
|                         | GFF                                                                                                                                                                                                                                                    | 0150 0010 | See SRT with associated operations     |
| <b>Claim Comment:</b>   | As per TSB 2074415/1                                                                                                                                                                                                                                   |           |                                        |

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

All part and service references provided in this TSB (**2074415**) 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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