



Technical Service Bulletin

57 Safe CP in Cluster w/ DTC U110100; C115E54, U111800

57 24 56 2074876/1 August 27, 2024.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron, and e-tron Sportback	2023	All	Without Features on Demand
Q8 e-tron, SQ8 e-tron, Q8 Sportback e-tron, and SQ8 e-tron Sportback	2024		

Condition

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

- 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).

Subsequent DTC's may be stored:

Airbag Control Unit, -J234- (Diagnostic address 0015):

- **C115E54:** Inertial sensors no basic setting

and/or



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Chassis Control with Air Suspension, -J775- (diagnostic address 0074)

- **U111800:** Data set missing

NOTICE

This TSB 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 1

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

Production Solution

New software 0630 in the Comfort System Control Module (diagnostic address 0046) addressed the condition.

Service

This TSB replaces Pending Service Solution (PSS) TSB 2072587: *57 PSS Safe CP in Cluster w/ DTC U110100; C115E54.*

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the J393 (0046) using the SVM action code as listed in the table below, if necessary:

NOTICE

The Key must be on the emergency reader coil during the update.

Model	Diagnostic Address	Old Software Part Number	Old Software Version	New Software	New Software	SVM Code Input



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				Part Number (or higher)	Version (or higher)	
Q8 e-tron	0046	8W1.907.064.*	0627	8W1.907.064.*	0630	46A034

3. After the update, perform a bus sleep cycle by cycling the key off and letting it sit for a few minutes to ensure the module is reset.



In individual cases DTC “C115E54: Inertial sensors no basic setting” may be stored static in the Airbag Control Unit, -J234- (diagnostic addressed 0015) after the update is completed. Please perform the basic settings for the inertial sensors for the faults to turn passive. It isn’t necessary to perform the test plans for the faults in the Chassis Control with Air Suspension, -J774- (diagnostic address 0074). Once complete, the faults can be deleted.

Warranty

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.		
Service Number:	5789		
Damage Code:	0039		
Labor Operations:	Software Update	0151 0010	See SRT with associated operations
	Software Update	0151 0060	Time stated on the diagnostic protocol
	Vehicle Check (Data bus sleep mode)	0689 0199	10 TU
Claim Comment:	As per TSB 2074876/1		



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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 (**2074876**) 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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