

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
A6 Sportback e-tron, and S6 Sportback e-tron, A5, and S5 (FU)	2025	All	0009 – Electronic central electric Software version: 1306 1434 1436
A6	2026		1437 1497

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Service</i> (update service to reference KD2S TSB) Revised <i>Warranty</i> (Add warranty labor ops for KD2S) Revised <i>Additional Information</i> (Add disclosure about modified SW)
2	2/9/2026	Revised header (Add Model) Revised <i>Condition</i> (Added model table)
1	09/29/2025	Initial publication

Customer states:

The manual release mechanism for the exterior door handles is ejected for no reason (refer to image taken from Owner's Manual).

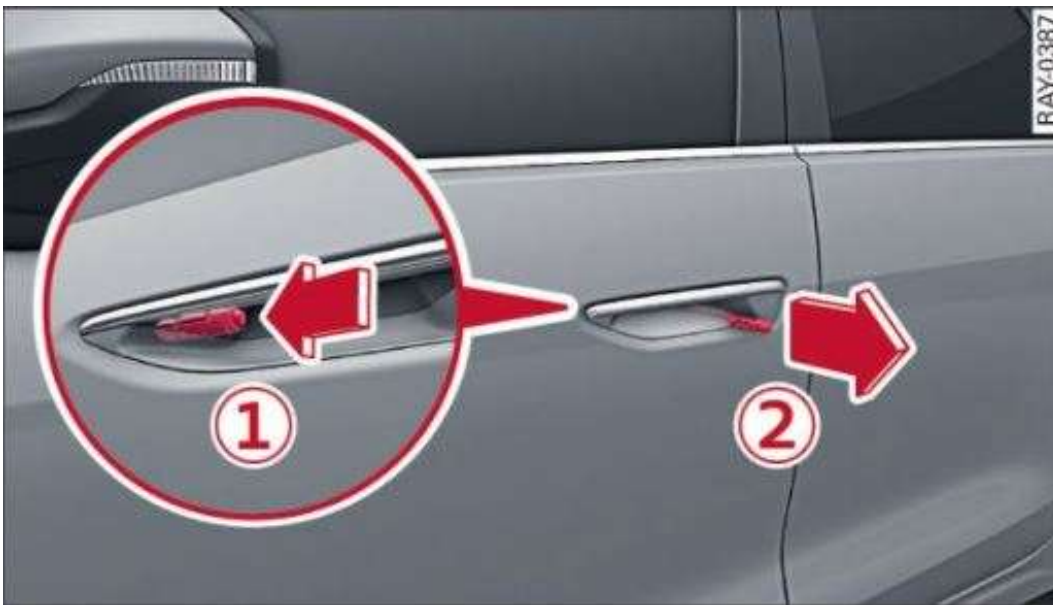


Figure 1. Manual release mechanism for the door handles.

Workshop findings:

There is no apparent reason (e.g. an accident) why the manual release mechanism has been ejected.

The following event memory entry is logged in at least one door control unit (diagnostic addresses 0042, 0052, 00BB, 00BC):

- **B1908F0:** Crash response active.

The following event memory entry may also be logged in the convenience system central module (diagnostic address 0046):

- **U112100:** Data bus missing message - symptom: 86111.

Technical Background

There are further technical reasons why the manual release mechanism may be ejected in addition to the reasons stated in the Owner's Manual (an accident, manual release of the pin for the manual release mechanism)

- Vehicle battery is discharged/weak.
- Driver's door unlocked via emergency power supply at front bumper.
- Missing signals from airbag (fallback function relating to crash detection).
- Sudden interruption of a diagnostic session while terminal 15 is switched on.
- Unplugging of control units involved in signal transmission while terminal 15 is activated (e.g. airbag, J1312 control unit for drive system and running gear functions (HCP1), J1273 central control unit for data bus communication (HCP5), J519 onboard supply control unit (HCP4), door control unit, exterior door handle).
- Implausible signal chain of verified messages when programming the VKMS (vehicle key management system).

Production Solution

Not applicable.

Service

Please check whether one of the causes listed under *Technical Background* could have applied.

Workshop activities could lead to the manual release mechanisms being ejected.

Event memory entries logged in various diagnostic addresses at a date/time corresponding to the complaint may provide further indications as to the cause. For example:

- Wiring-related entries
- Airbag signal message failures

If there are indications that the issue may have occurred due to other causes (e.g. via additional event memory entries), please work through these using workshop materials to prevent the manual release from being triggered again for no reason.

If the manual release mechanisms were triggered during the workshop visit, re-insert the pins for the manual release mechanism (refer to Owner's Manual). It is not necessary to perform further checks on the manual release mechanisms in this case.

If there are no further indications as to the cause, perform the combined software update described below



Note before workshop visit:

The service technician should check that a combined software update TSB is available.

The combined software update is now available for some of the affected vehicles.

Before asking the customer to bring the vehicle into the workshop for repairs, please check whether a combined software update TSB is already shown for this vehicle in ElsaPro. You can also find this information in the central service info 2081477, 00 Service info: central overview of combined software update 03.11.00/C PPE PPC - KD2*. If a combined software update TPI is not displayed, the combined software update is still being prepared, and a measure is not yet available for this vehicle. The planned release schedule can also be found in the central service info 2081477.

Combined software update

The combined software update is now available for some of the affected vehicles.

This complaint is solved in VR target state 03.11.00/C. Please check the column "VR target state 03.11.00/C" in the central service info 2081477. Here you can find information on whether the measure is already available via a combined software update TPI or whether the measure will be made available later. Please run the combined software update if available. Proceed according to the combined software update TSB which is specified for this vehicle in the central service info 2081477.

Warranty

The combined software update must only be billed if there are **no further indications** of what caused the manual release mechanisms to be triggered.

Claim Type:	• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.	
Service Number:	9710	
Damage Code:	KD2S	
Labor Operations:	Work for a combined software update	Please refer to central service information 2081477

	GFF / Guided Functions	0150 0060	Labor according to the diagnostic log
	GFF / Guided Functions	0150 0010	See SRT with associated operations
Claim Comment:	As per TSB 2079351/3		

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.

Please note the information on predecessors and items that are included and excluded in the repair operations as well as any associated tasks.

The reasons listed under *Technical Background* are not a fault covered under warranty.

Other causes (e.g. wiring, failures due to control units involved in transmitting signals) must be billed separately via the corresponding service number.

It is not possible to bill for fault finding and/or component replacement under warranty via this TSB.



Important for billing under warranty:

Billing is performed via the complaint-related TSB. The service and damage code from the complaint-related TSB must be stated when billing. The repair operations for the combined software update can be found in the central service information 2081477.

Additional Information

The software must be updated on a control unit in this vehicle, or the software must be updated on several control units in this vehicle to ensure they function correctly in conjunction with the other control units in the vehicle. Please inform the customer about the software update in question and ask whether they or other third parties have modified the software (e.g. tuning or retrofitting involving modifications to the vehicle's software). Please inform the customer that this software update may neutralize previous modifications to the vehicle's software performed either by the customer or other third parties.

If the customer declines the software update, please inform them that this could lead to issues or restrictions with the use of the vehicle or individual components. Make a note to this effect on the order before it is signed by the customer. Include this information in the customer file. It is also possible to reset individual user settings for the assist systems to the default settings. These settings can be adjusted individually by the vehicle users themselves after the software update. It is also possible to reset individual user settings for the assist systems to the default settings. These settings can be adjusted individually by the vehicle users themselves after the software update.

All part and service references provided in this TSB (**2079351**) 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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