

Safety Recall

Codes: 1902



Audi

REVISION

Subject	After-Run Coolant Pump																
Release Date	March 01, 2019																
REVISION SUMMARY	<p>Updated claiming and work instructions to include A6 models for repair in Safety Recall 1902.</p> <p>On March 01, 2019, Safety Recall 19N4 will be closed. For all 19N4 repairs that occurred prior to March 01, 2019, warranty claims must be submitted and processed by April 30, 2019.</p>																
Affected Vehicles	<p>U.S.A.: Certain 2012-2017 MY Audi vehicles with a 2.0L TFSI gasoline engine</p> <p>CANADA: Certain 2013-2017 MY Audi vehicles with a 2.0L TFSI gasoline engine</p> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 																
Problem Description	In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after-run) coolant pump may short circuit and/or overheat, potentially leading to a vehicle fire.																
Corrective Action	Install a new electric (after-run) coolant pump and, if necessary, update ECM software.																
Precautions	Audi recommends parking the vehicle outdoors as a precaution until one of these recall repairs has been completed.																
Parts Information	<p>Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@audi.com to have additional parts released.</p> <table border="1"> <thead> <tr> <th>Criteria</th> <th>Available Parts</th> <th>Ordering Method</th> </tr> </thead> <tbody> <tr> <td rowspan="3">01,02</td> <td>06H965559J</td> <td>Dealer Order Block - Allocations</td> </tr> <tr> <td>06H965559K</td> <td>Dealer Order - UOL</td> </tr> <tr> <td>06H965559H</td> <td>Dealer Order - UOL</td> </tr> <tr> <td>03,04</td> <td>06H965559H</td> <td>Dealer Order - UOL</td> </tr> <tr> <td>05,06</td> <td>06H965559K</td> <td>Dealer Order - UOL</td> </tr> </tbody> </table>	Criteria	Available Parts	Ordering Method	01,02	06H965559J	Dealer Order Block - Allocations	06H965559K	Dealer Order - UOL	06H965559H	Dealer Order - UOL	03,04	06H965559H	Dealer Order - UOL	05,06	06H965559K	Dealer Order - UOL
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Code Visibility	<p>On or about December 13, 2018, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>On or about December 13, 2018, this campaign code opened on affected vehicles in Elsa.</p> <p>On or about December 13, 2018, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>																
Owner Notification	Owner notification took place in January 2019. Owner letter examples are included in this bulletin for your reference.																

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALL

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	1902 (Letter O not number 0)																			
Damage Code	0099																			
Parts Vendor Code	002																			
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																			
Causal Indicator	Mark after-run coolant pump as causal part*																			
Criteria I.D.	01																			
	Replace after-run coolant pump Labor operation: 1947 55 99 70 T.U.																			
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Customer Letter Example (USA)

NHTSA: 18V229

Subject: Safety Recalls 19O2/19N4 – Electric (After-run) Coolant Pump Certain 2012-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2012-2017 model year Audi vehicles with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

Why you are receiving this recall notice

The electric (after-run) coolant pump in your vehicle is being recalled due to the safety defect described in this letter.

- Owners of affected vehicles were notified in September 2018 and advised about the interim repair available (Safety Recall 19N4) to disconnect the power to the electric (after-run) coolant pump to remove the safety defect. Our records show that recall work was **not** performed on your vehicle.
- Audi has a limited supply of replacement electric (after-run) coolant pumps available now and the repair to replace the pump is available (Safety Recall 19O2).
- Because the pump supply is limited, Audi is keeping both safety recall codes (19N4 and 19O2) open on your vehicle so that your authorized Audi dealer can remove the safety defect from your vehicle by either disconnecting the pump (Safety Recall 19N4) or replacing it (Safety Recall 19O2).

What is the issue?

In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after-run) coolant pump may short circuit and/or overheat, potentially leading to a vehicle fire.

What we will do

As mentioned above, Audi is keeping two safety recalls open on your vehicle to address this safety defect. Your vehicle will receive one of these recall repairs, depending on the parts your authorized Audi dealer has on hand.

- **Safety Recall 19O2:** If your Audi dealer has a new electric (after-run) coolant pump available for your vehicle, the new pump will be installed for **FREE** under Safety Recall 19O2. This work will take about one (1) hour to complete. The new pump will remove the safety defect from your vehicle and will also close out the associated Safety Recall 19N4.
- **Safety Recall 19N4:** If your Audi dealer does **not** have a new electric (after-run) coolant pump available for your vehicle, your dealer will disconnect power to the electric (after-run) coolant pump for **FREE** under Safety Recall 19N4. This work will take less than one (1) hour to complete. This will remove the safety defect from your vehicle and will also close out the associated Safety Recall 19O2.
 - Under a future service campaign, Audi will replace the disconnected pump with a new one for **FREE**. Audi will send you another letter when the service campaign is available and at that time you will be able to schedule installation of the new pump with your Audi dealer.
 - You will receive extended warranty coverage for the turbocharger in your vehicle after the pump is disconnected under Safety Recall 19N4. Audi will mail you a separate letter with details about the turbocharger extended warranty coverage.

For your convenience, you can visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this work.

Precautions you should take

Until the recall work is done, you should park outdoors as a precaution in case of a vehicle fire due to the safety defect.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely, Audi Customer Protection

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Customer Letter Example (CANADA)

Subject: Safety Recalls 19O2/19N4 – Electric (After-run) Coolant Pump Certain 2013-2017 Model Year Audi Vehicles with a 2.0L TFSI Gasoline Engine

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2017 model year Audi vehicles with a 2.0L TFSI gasoline engine. Our records show that you are the owner of a vehicle affected by this action.

Why you are receiving this recall notice

The electric (after-run) coolant pump in your vehicle is being recalled due to the safety defect described in this letter.

- Owners of affected vehicles were notified in September 2018 and advised about the interim repair available (Safety Recall 19N4) to disconnect the power to the electric (after-run) coolant pump to remove the safety defect. Our records show that recall work was **not** performed on your vehicle.
- Audi has a limited supply of replacement electric (after-run) coolant pumps available now and the repair to replace the pump is available (Safety Recall 19O2).
- Because the pump supply is limited, Audi is keeping both safety recall codes (19N4 and 19O2) open on your vehicle so that your authorized Audi dealer can remove the safety defect from your vehicle by either disconnecting the pump (Safety Recall 19N4) or replacing it (Safety Recall 19O2).

What is the issue?

In certain vehicles with a 2.0L TFSI gasoline engine, the electric (after-run) coolant pump may short circuit and/or overheat, potentially leading to a vehicle fire.

What we will do

As mentioned above, Audi is keeping two safety recalls open on your vehicle to address this safety defect. Your vehicle will receive one of these recall repairs, depending on the parts your authorized Audi dealer has on hand.

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 - You will receive extended warranty coverage for the turbocharger in your vehicle after the pump is disconnected under Safety Recall 19N4. Audi will mail you a separate letter with details about the turbocharger extended warranty coverage.

Please contact your Audi dealer without delay to schedule this work.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Overview

Criteria	Description	Repair
01	Produced after 12.31.2012 and 19M1 flash was performed	Install any pump
02	Produced after 12.31.2012 and 19M1 flash was not performed	Install any pump and update ECM software
03	Produced on or before 12.31.2012 and 19M1 flash was performed	Install 06H.965.559.H (Pierburg) pump
04	Produced on or before 12.31.2012 and 19M1 flash was not performed	Install 06H.965.559.H (Pierburg) pump and update ECM software
05	A6 models and 19M1 flash was performed	Install 06H.965.559.K pump
06	A6 models and 19M1 flash was not performed	Install 06H.965.559.K pump and update ECM software



After-run Coolant Pump Identifier

1. Pierburg
2. Buehler



1902 Criteria 01, 03 and 05 Vehicles:

- Replace after-run coolant pump.

1902 Criteria 02, 04 and 06 Vehicles:

- Replace after-run coolant pump and update ECM software.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01 or 02	1	06H.965.559.J	After-run Coolant Pump (Buehler)
	-OR-		
	1	06H.965.559.K	After-run Coolant Pump (Buehler)
	-OR-		
	1	06H.965.559.H	After-run Coolant Pump (Pierburg)
03 or 04	1	06H.965.559.H	After-run Coolant Pump (Pierburg)
05 or 06	1	06H.965.559.K	After-run Coolant Pump (Buehler)

IMPORTANT PARTS INFORMATION

- Vehicles with criteria 01 or 02 may use any coolant pump part number.
- Vehicles with criteria 03 or 04 must only use coolant pump part number 06H.965.559.H.
- Vehicles with criteria 05 or 06 must only use coolant pump part number 06H.965.559.K.

Required Tools

 <p>Battery Tester/Charger - GRX3000VAS- (or equivalent)</p>	 <p>Diagnostic Tester -VAS6150X- (or equivalent)</p>
 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>
 <p>Hose Clamps - Up To 25mm -3094- (or equivalent)</p>	

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

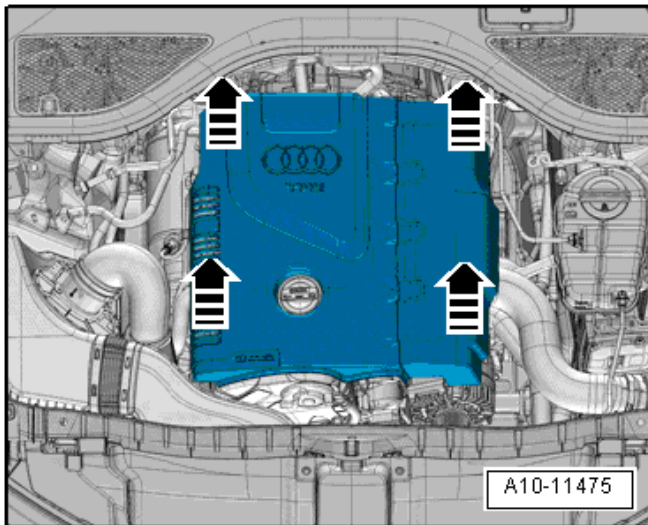
On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **Proceed to Section B**

Section B –Replace After-run Coolant Pump

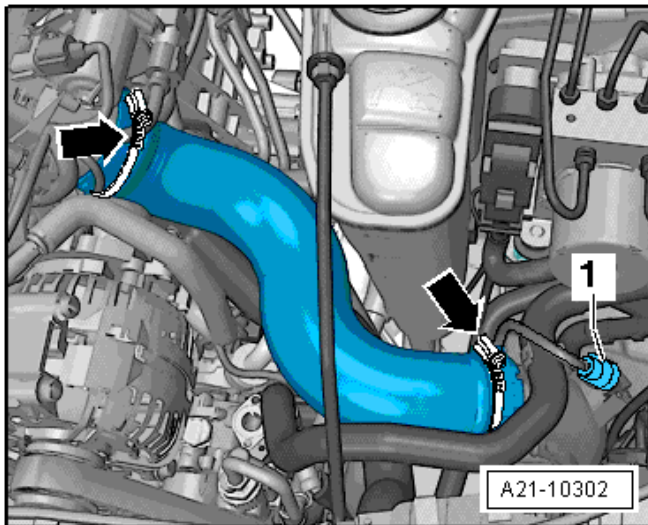
⚙ IMPORTANT PARTS INFORMATION

- Vehicles with criteria 01 or 02 may use any coolant pump part number.
- Vehicles with criteria 03 or 04 must only use coolant pump part number 06H.965.559.H.
- Vehicles with criteria 05 or 06 must only use coolant pump part number 06H.965.559.K.



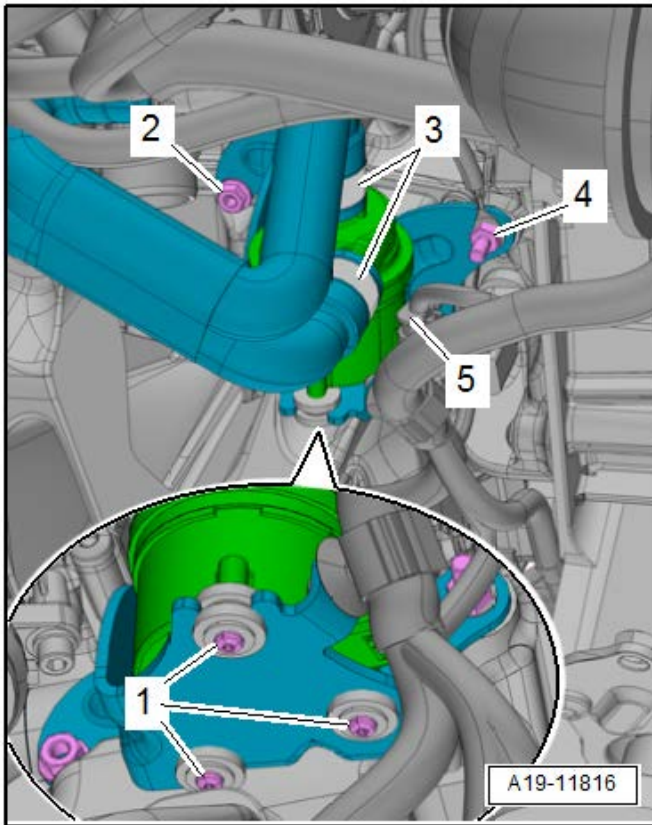
Remove engine cover:

- Carefully pull the engine cover off the ball pins one after the other in direction of <arrows>. Do not pull sharply on the engine cover or pull it to one side.



Remove intake air hose:

- Loosen the hose clamps <arrows> and remove the air duct hose.



Removing after-run coolant pump -V51-:

- Loosen the hose clamps <3>.
- Clamp off the coolant hoses with the -3094- and remove hoses from the after-run coolant pump.

i TIP

Removing the coolant hoses from the after-run coolant pump before removing the pump from the engine will make removal and installation of the pump/bracket assembly easier.

- Disconnect the connector <5>.
- Remove the nut <4> free up the ground wire, and then remove the double bolt.
- Remove the nut <2>.

i TIP

An extendable magnet may be required to ensure nut <2> isn't dropped during removal.

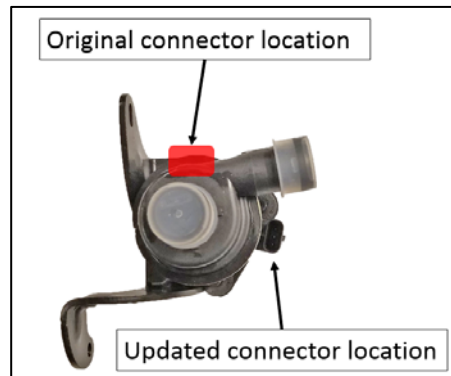
- The new after-run coolant pump comes with an updated bracket already installed. Bolts <1> will not require removal.

Installing new after-run coolant pump -V51-:



i NOTE

Due to the new location of the connector on the new pumps, the after-run coolant pump wiring harness <arrow> may have to be routed so it does not come into contact with the pump coolant hose.



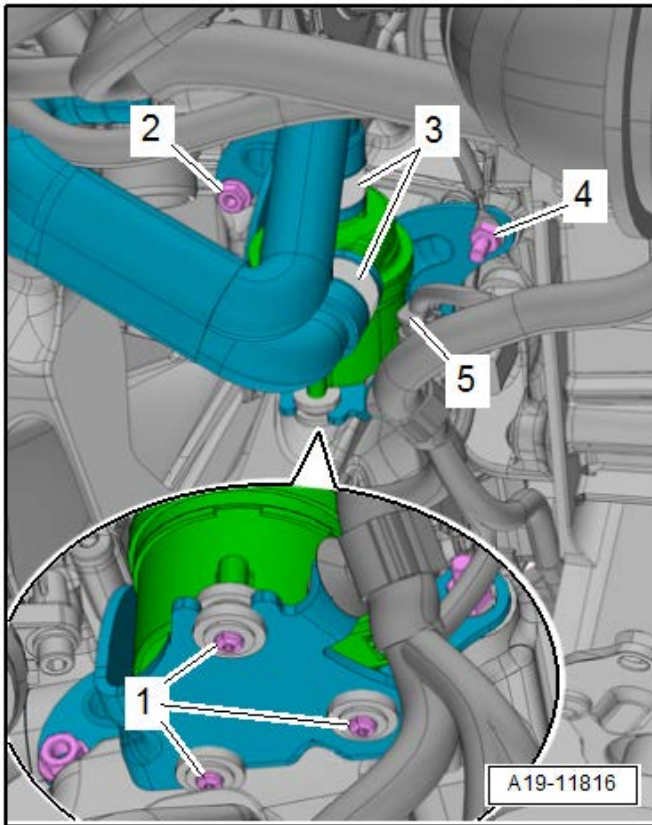


TIP

When installing nut <2>, a swivel socket may not clear the coolant hose fitting.

- Attach securing nut to index finger using some sealant cord (“dum-dum”).
- Position securing nut on stud with index finger.
- If necessary, hold securing nut from above with a flat-bladed screwdriver and at the same time screw on securing nut with index finger until a socket can be used on the nut.

- Install new after-run coolant pump/bracket assembly.



Crit.	Part Number	Part Description
01 or 02	06H.965.559.J	After-run coolant pump (Buehler)
	-OR-	
	06H.965.559.K	After-run coolant pump (Buehler)
	-OR-	
	06H.965.559.H	After-run coolant pump (Pierburg)
03 or 04	06H.965.559.H	After-run coolant pump (Pierburg)
05 or 06	06H.965.559.K	After-run coolant pump (Buehler)

- Install nut <2> and torque to 9 Nm.
- Install double bolt at location <4> and torque to 9 Nm.
- Install ground wire.
- Install nut at location <4> and torque to 9 Nm.
- Install hoses and secure hose clamps <3>.
- Connect connector <5>.

Criteria 02, 04 or 06, Proceed to Section D and update ECM software.

Criteria 01, 03 or 05, Proceed to Section E.

Section D – ECM Software Update

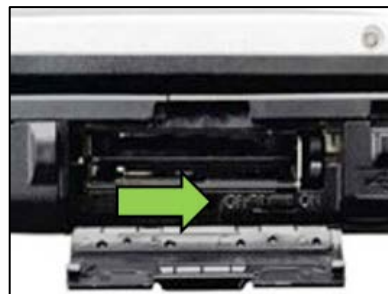
NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

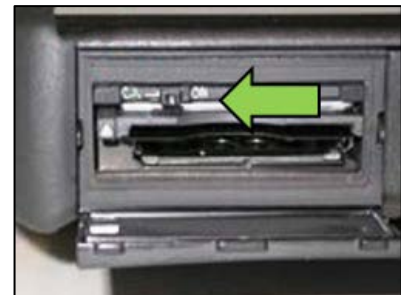
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **Flash process through “Audi Flashing” not Guided Fault Finding (GFF).**
 - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Damage caused to control modules while using GFF will not be covered.
- ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

⚠ WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

ℹ TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery or underhood charging posts.

⚠ NOTE

When connecting the charger directly to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

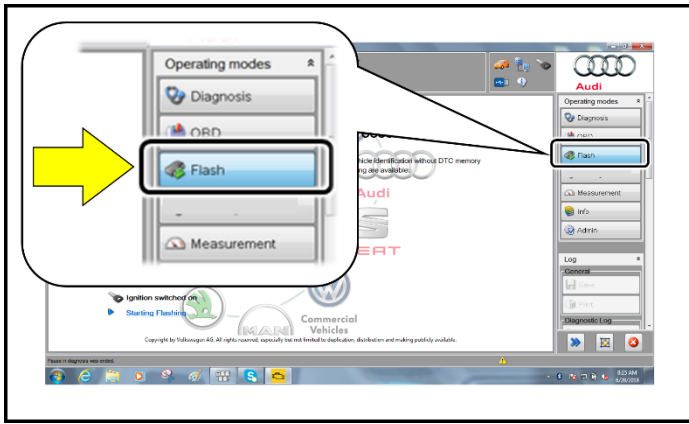
- Switch on the hazard warning lights.

⚠ CAUTION

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

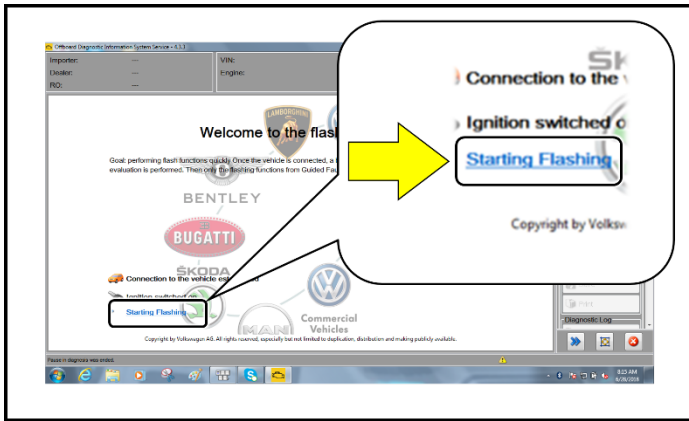
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



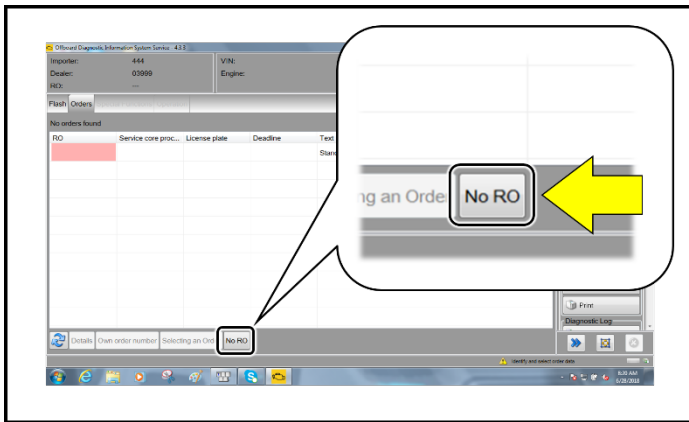


- From the home screen of the scan tool highlight **“Flash”**.

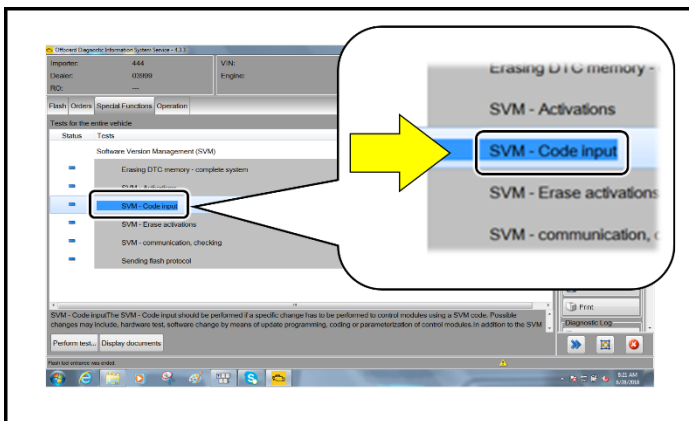
NOTE
 Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



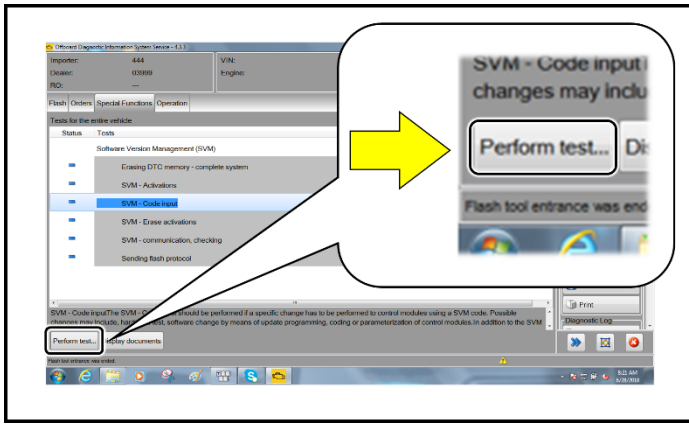
- Select **“Starting Flashing”** and follow the on-screen prompts.



- Select **“No RO”**.



- Highlight **“SVM – Code Input”**.



- Select "Perform test".

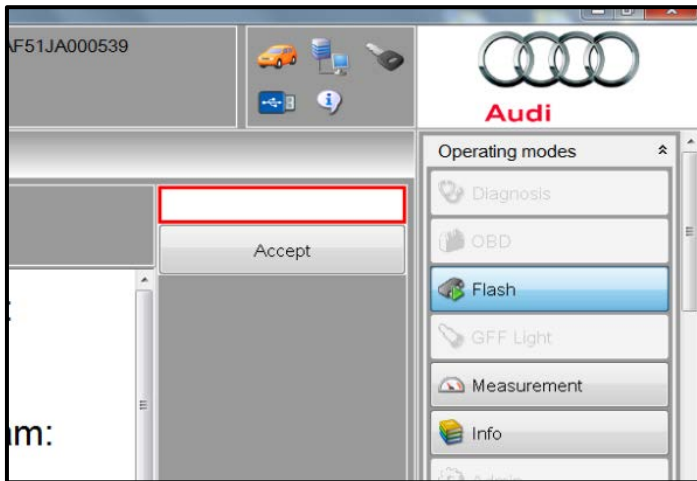


NOTE

STOP! STOP!

IMPORTANT!

You must select the correct corrective action code (SVM code) based upon the repair that was performed in the next step. It is critical that you select and program the correct SVM code.



NOTE

Using Bluetooth for this action is PROHIBITED!

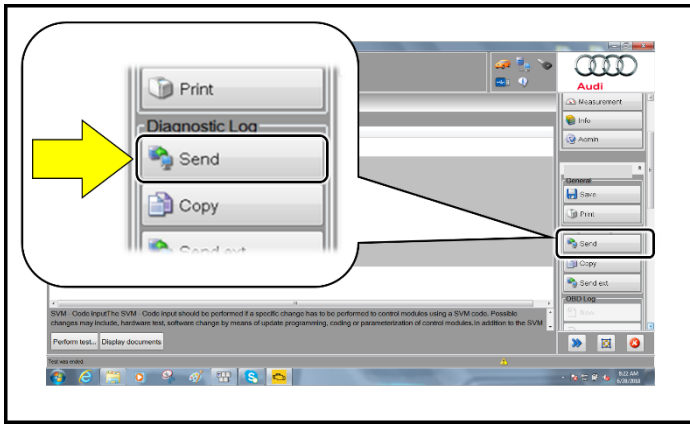
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

Enter the corrective action code (SVM code) that is applicable based upon the recall that was performed as listed below:

SVM code

1902A270

- Select "Accept".
- Follow the on-screen prompts.



- After receiving confirmation that the flash completed successfully, select “Send” to send the diagnostic protocol online.
- Follow the on-screen prompts.



- Click “Flash” to exit the flash session.
- **Proceed to Section E.**

Section E – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

Continue to Section F.

Section F - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

ALL WORK IS COMPLETE