

Compliance Recall

Code: 97DK



Subject	LED Turn Signal/Body Control Module (BCM) Software Noncompliant
Release Date	June 11, 2019
Affected Vehicles	U.S.A. & CANADA: 2016-2018 MY Audi Q3 <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> <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	Due to an incorrect software configuration a failure of an LED front turn signal may not be detected and the customer would not be alerted by a fast-flashing of the internal pilot indicator. The turn signals in the exterior mirrors still work as intended. Though an LED turn signal is a lifetime part and has an extremely low failure rate, the regulatory requirements are not met. Loss of turn signal function, without a warning to the driver, could increase the risk of a crash.
Corrective Action	Update the BCM software.
Parts Information	Software update only; no parts needed.
Code Visibility	On or about June 11, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about June 11, 2019, this campaign code will show open on affected vehicles in Elsa. On or about June 11, 2019, affected vehicles will be 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 .
Owner Notification	Owner notification will take place in June 2019. Owner letter examples are included in this bulletin for your reference.
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 RECALLS <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before delivery to consumers</u> .

Claim Entry Instructions

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	97DK
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	Q3
	Connect battery charger Labor operation: 2706 89 50 10 T.U. -AND- Update BCM Software Labor operation: 9794 25 99 Time stated on diagnostic protocol
	<div style="background-color: #4f81bd; color: white; padding: 5px;">! NOTE</div> <p>Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.</p>

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V385

**Subject: Compliance Recall 97DK - LED Turn Signal/Body Control Module (BCM) Software Noncompliant
Certain 2016-2018 Model Year Audi Q3**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2016-2018 model year Audi Q3 vehicles fail to conform to FMVSS 108: *Lamps, Reflective Devices, and Associated Equipment*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	Due to an incorrect software configuration a failure of an LED front turn signal may not be detected and the customer would not be alerted by a fast-flashing of the internal pilot indicator. The turn signals in the exterior mirrors still work as intended. Though an LED turn signal is a lifetime part and has an extremely low failure rate, the regulatory requirements are not met. Loss of turn signal function, without a warning to the driver, could increase the risk of a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will update the BCM software in your vehicle. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
What should you do?	Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
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.
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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Compliance Recall 97DK - LED Turn Signal/Body Control Module (BCM) Software Noncompliant
Certain 2016-2018 Model Year Audi Q3**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that certain 2016-2018 model year Audi Q3 vehicles fail to conform to CMVSS 108: *Lamps, Reflective Devices, and Associated Equipment*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to an incorrect software configuration a failure of an LED front turn signal may not be detected and the customer would not be alerted by a fast-flashing of the internal pilot indicator. The turn signals in the exterior mirrors still work as intended. Though an LED turn signal is a lifetime part and has an extremely low failure rate, the regulatory requirements are not met. Loss of turn signal function, without a warning to the driver, could increase the risk of a crash.

What will we do? To correct this noncompliance, your authorized Audi dealer will update the BCM software in your vehicle. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair.

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.

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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

Required Tools



Battery Tester/Charger
- GRX3000VAS-
(or equivalent)



Diagnostic Tester
-VAS6150X-
(or equivalent)

NOTE

The VAS6154 or VAS5055 are the preferred diagnostic heads. Using the VAS5054 may cause a SVM failure that could result in control module failure.

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 – Central Electrics Control Module Software Update

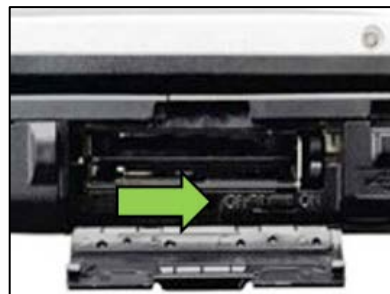
NOTE

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

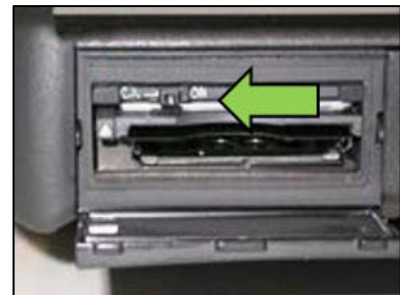
- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 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!

 **TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *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.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery charging posts.

 **NOTE**

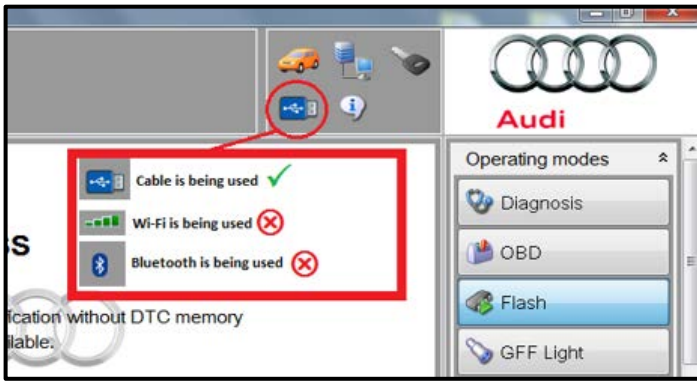
Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:

When connecting the charger 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.

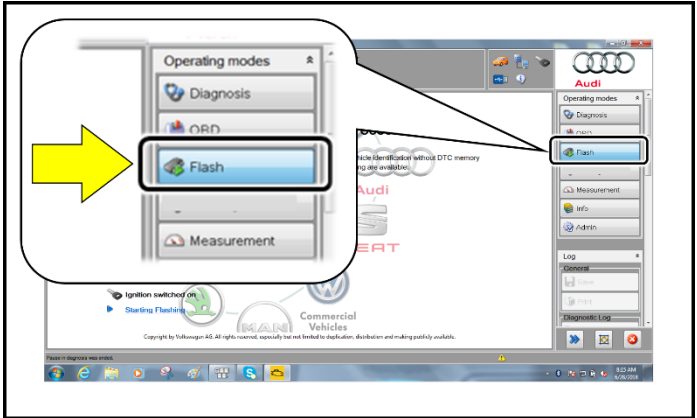
- Turn the hazards on.

 **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.

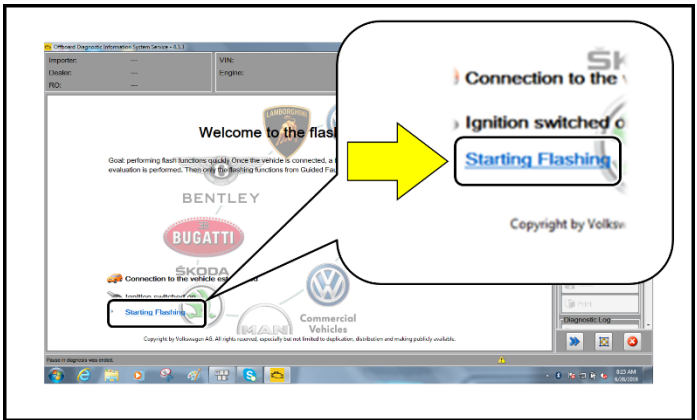


- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

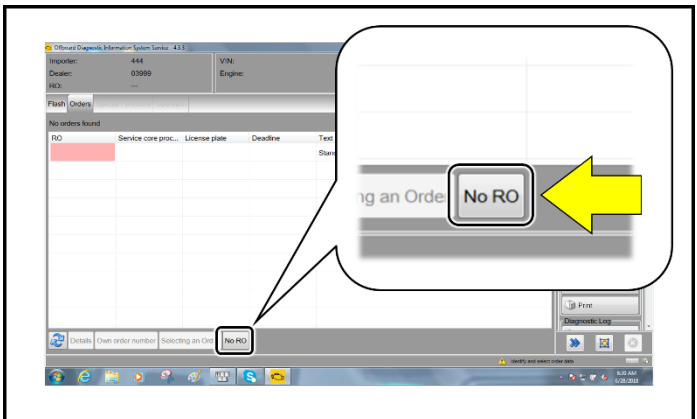


- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

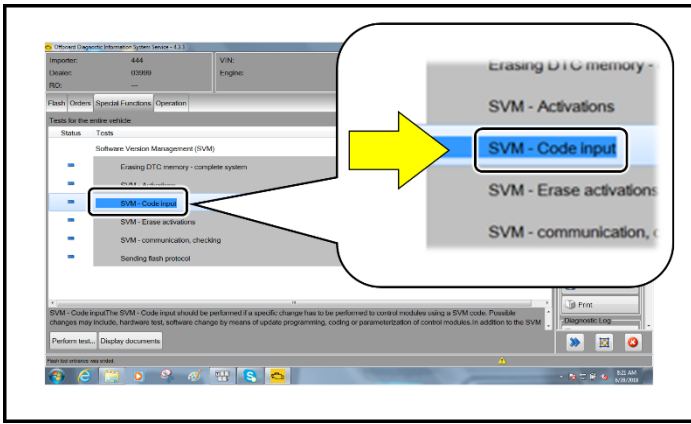
NOTE
 Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



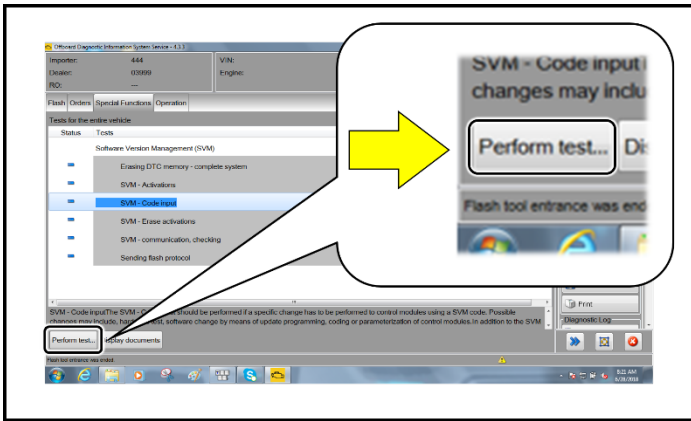
- Select “Starting Flashing” and follow the on-screen prompts.



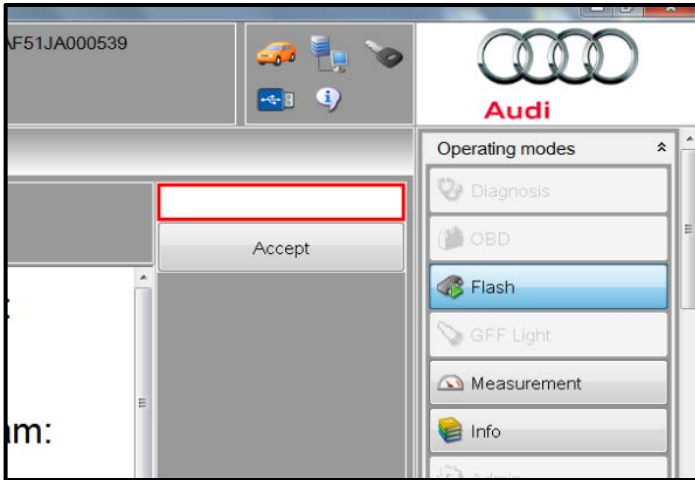
- Select “No RO”.



- Highlight “SVM – Code Input”.



- Select “Perform test”.



NOTE

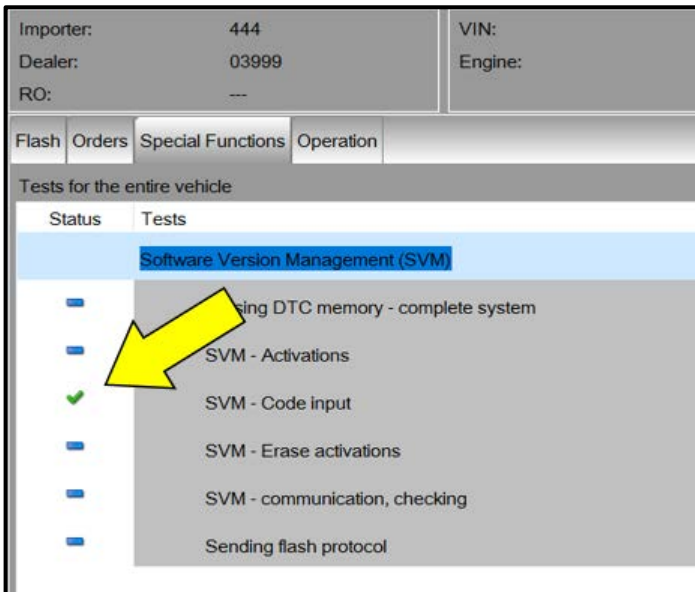
Using Bluetooth for this action is PROHIBITED!

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

- Enter the corrective action code (SVM code) as listed below.

SVM code
97DKA772

- Select “Accept”.
- Follow the on-screen prompts.



NOTE

STOP! STOP!

This extra ignition cycle step must be followed, otherwise faults stored during the update may not be cleared upon exiting the Flash program.

- After receiving confirmation that the update completed successfully (green check mark <arrow>, the ignition must be turned off for 60 seconds and then turned back on.

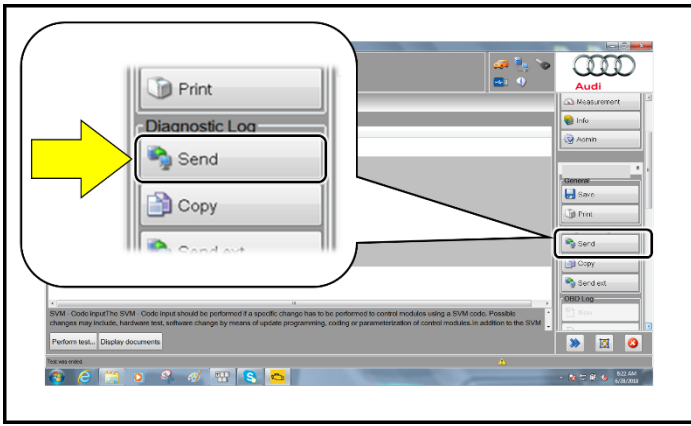
NOTE

The update may fail if the following pre-requisites are not met:

- Hazards not on during flash
- Battery voltage too low or insufficient charger used
- ODIS version too low
- Not using Audi Flash to perform the update
- Incorrect diagnostic head used

If the update fails and one of the above pre-requisites was not met:

- Use a different tester that has been freshly rebooted. Prior to retrying the update make sure that you have a charger attached and the battery voltage is at least 12.5V. ODIS must have the latest brand version. ONLY use VAS6154 or VAS5055 diagnostic heads. Hazard flashers turned on. Bluetooth turned off. Then reboot the “0009” module by removing and reinstalling the power supply fuses. Use Audi Flashing operating mode. Once the prerequisites are set, retry the update again.
- Additional time to complete the flash due to pre-requisites not being met will not be covered by this campaign.



- 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 C.**

Section C – Campaign 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 (item# AUD4927ENG or AUD4927FRE).