

Compliance Recall

Code: 91DZ



Audi

REVISION

Subject Rearview Camera Software

Release Date October 28, 2022

REVISION SUMMARY Updated work instructions for Step 2, Step 4 and Step 7
Added claiming instructions for disconnecting 12V battery, if necessary

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A4 ALLROAD	1,294
USA	2021	2021	A4 SEDAN	15,135
USA	2021	2021	A5 CABRIOLET	2,002
USA	2021	2021	A5 COUPE	1,470
USA	2021	2021	A5 SPORTBACK	9,053
USA	2021	2021	A6 ALLROAD	978
USA	2021	2021	A6 SEDAN	6,992
USA	2021	2021	A7	1,754
USA	2021	2021	A8	1,497
USA	2022	2022	E-TRON GT	485
USA	2021	2021	E-TRON QUATTRO	6,360
USA	2021	2021	E-TRON SPORTBACK QUATTRO	2,388
USA	2021	2021	Q5	53,429
USA	2021	2021	Q5 SPORTBACK	2,747
USA	2021	2021	Q7	27,814
USA	2021	2021	Q8	11,439
USA	2021	2021	RS5 COUPE	522
USA	2021	2021	RS5 SPORTBACK	1,570
USA	2021	2021	RS6 AVANT	1,543
USA	2021	2021	RS7	1,373
USA	2021	2022	RSQ8	1,650
USA	2021	2021	S4 SEDAN	1,837
USA	2021	2021	S5 CABRIOLET	641
USA	2021	2021	S5 COUPE	672
USA	2021	2021	S5 SPORTBACK	2,891
USA	2021	2021	S6 SEDAN	708
USA	2021	2021	S7	453
USA	2021	2021	S8	199
USA	2021	2021	SQ5	6,545
USA	2021	2021	SQ5 SPORTBACK	521
USA	2021	2021	SQ7	2,135
USA	2021	2021	SQ8	2,199

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. ©2022 Audi of America, Inc. and Audi Canada. All Rights Reserved.

CAN	2021	2021	A4 ALLROAD	231
CAN	2021	2021	A4 SEDAN	900
CAN	2021	2021	A5 CABRIOLET	124
CAN	2021	2021	A5 COUPE	222
CAN	2021	2021	A5 SPORTBACK	827
CAN	2021	2021	A6 ALLROAD	99
CAN	2021	2021	A6 SEDAN	114
CAN	2021	2021	A7	92
CAN	2021	2021	A8	40
CAN	2022	2022	E-TRON GT	129
CAN	2021	2021	E-TRON QUATTRO	336
CAN	2021	2021	E-TRON SPORTBACK QUATTRO	332
CAN	2021	2021	Q5	7,066
CAN	2021	2021	Q5 SPORTBACK	656
CAN	2021	2021	Q7	2,325
CAN	2021	2021	Q8	973
CAN	2021	2021	RS5 COUPE	103
CAN	2021	2021	RS5 SPORTBACK	222
CAN	2021	2021	RS6 AVANT	466
CAN	2021	2021	RS7	228
CAN	2021	2021	RSQ8	434
CAN	2021	2021	S4 SEDAN	194
CAN	2021	2021	S5 CABRIOLET	92
CAN	2021	2021	S5 COUPE	169
CAN	2021	2021	S5 SPORTBACK	536
CAN	2021	2021	S6 SEDAN	44
CAN	2021	2021	S7	41
CAN	2021	2021	S8	17
CAN	2021	2021	SQ5	1,154
CAN	2021	2021	SQ5 SPORTBACK	319
CAN	2021	2021	SQ7	255
CAN	2021	2021	SQ8	266

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 only valid campaign inquiry & verification source.

- ✓ 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 a software issue, upon selecting reverse, a blank or black screen may be displayed instead of the rearview camera image. In certain cases, this issue may also cause the main unit to become inoperative which will lead to no image being displayed at all. A rearview camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.

Corrective Action

Update the infotainment system software.

Code Visibility

On or about October 14, 2022, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification took place in October 2022. 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

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	91DZ		
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.	01		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	0150 00 99	Time stated on diagnostic protocol	Check for DTC's and perform 5F software update via GFF
	0151 00 99	Time stated on diagnostic protocol	Update emergency call module via FLASH
	0150 01 99	20	Activate/deactivate emergency call module flight mode via OBD
	<i>Add the following ONLY if the navigation database had to be reloaded. The TAC case code must be included in the claim comments. If TAC was not contacted, proof that the navigation database required reloading must be provided; photos, video or GFF log showing the presence of fault B126CF0.</i>		
	9196 19 99	60	Reload navigation database (if necessary)
	<i>Add the following ONLY if the MIB3 software update had to be completed via the Red Engineering Menu. This can only be claimed if the SVM failed due to network issues or if error code ERP0058I occurred during the software update. A GFF Paperless log ID showing an error occurred must be provided in order to claim the following labor operation.</i>		
	9196 25 99	70	Update MIB3 infotainment system via Red Engineering Menu (if necessary)

Continued on next page

-AND-	<i>Add ONLY if 12V battery had to be disconnected due to fault U044700</i>		
	LABOR		
	Labor Op	Time Units	Description
	2706 27 50	10	Disconnect and reconnect 12V battery
	7006 19 99	Up to 30	Luggage compartment rear trim remove+reinstall

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V742

Subject: Compliance Recall 91DZ – Rearview Camera Software

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 2021-2022 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 111, Rear Visibility. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	Due to a software issue, upon selecting reverse, a blank or black screen may be displayed instead of the rearview camera image. In certain cases, this issue may also cause the main unit to become inoperative which will lead to no image being displayed at all. A rearview camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will update the infotainment system software. This work will take about two hours 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2022-565

Subject: Compliance Recall 91DZ – Rearview Camera Software

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	Due to a software issue, upon selecting reverse, a blank or black screen may be displayed instead of the rearview camera image. In certain cases, this issue may also cause the main unit to become inoperative which will lead to no image being displayed at all. A rearview camera screen that displays a blank or no image can reduce the driver's view of what is behind the vehicle, increasing the risk of a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will update the infotainment system software. 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 letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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

Repair Overview



- Activate flight mode.
- Update MIB3 infotainment system via SVM + USB drive.
- Perform bus sleep.
- Change communication path to DoIP.
- Update -J949- via SVM.
- Deactivate flight mode.
- Perform bus sleep.
- Clear repair related faults.

NOTE

There are multiple ODIS operating modes used during this action; OBD, FLASH and Diagnosis.

When switching between Diagnosis operations, the diagnostic session should be saved in order to have one Diagnosis log for all operations using that mode.

NOTE

This software update will also address the following customer complaints:

- MMI permanently initializing / freezing / rebooting
- Navigation inop, navigation database corrupt
- SOS Malfunction displayed in the instrument cluster.
- Connect / Bluetooth / WiFi inoperable.
- Voice recognition performance / missing keyword activation
- aLDW settings (Early/Late) not available in the MMI
- Various other malfunctions

This software update will also address the following faults stored in address 005F:

- DTC B126CF0: Navigation system Navigation database malfunctioning (*If this fault is stored, the navigation database will have to be reloaded prior to starting this software update. Instructions for addressing this are outlined in these work instructions.*)
- DTC B126CF1: Navigation database not available

Required Tools

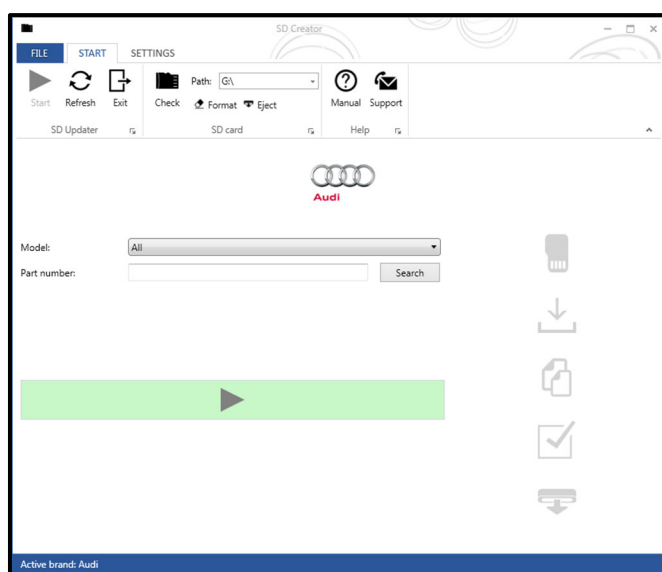


Battery Tester/Charger
capable of **minimum 90
Amp** continuous supply



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Required USB Drive



- The required software will have to be downloaded onto a USB (or USB-C) drive using the SD Creator program
- **Reference the latest version of TSB 2047812 for additional information on the use of the SD Creator program.**

NOTE

- The required USB drives cannot be ordered via the parts ordering system, they must be created using the SD Creator program.
- The required USB drive is a servicing material. Therefore the cost of the USB drive will not be reimbursed.
- The USB drive can be used for future software updates.

Model	Software Part Number
A4/A5/Q5	8W0.906.961.R
A6/A7/A8/Q7/Q8/e-tron/e-tron GT	8W0.906.961.AB

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

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.

CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.**

Proceed to Section B

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.

Section B – Repair Procedure

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.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth or WiFi 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 or WiFi.

NOTE

- You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

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.

Step 1 – Check Emergency Call LED

- Before starting this update, check the status of the Emergency Call LED in the roof module.
- **If there is a pre-existing no communication issue with the -J949- (Conbox/Emergency Call Module), the concern must be addressed prior to performing this software update.**

NOTE

No communication with the -J949- means that faults for no communication with address 0075 are stored in other modules **AND** address 0075 is greyed out when trying to identify the module using ODIS.

- **Diagnosis and repair of any pre-existing issues will not be covered by this action.**
 - **Refer to applicable warranty terms for coverage.**

Step 2 – Activate Flight Mode in the Emergency Call Module

- Activate flight mode directly via “Self-diagnosis” in diagnostic address 0075: *Adaptation >> Basic functions connect >> Flight mode >> Activate/deactivate.*

NOTE

The first SVM code may not start if all other field campaigns have not been completed on the vehicle.

NOTE

An error may occur when trying to activate flight mode using Self-diagnosis if GFF is running at the same time. If necessary, stop the current GFF session and work only through self-diagnosis to activate flight mode.

- Proceed to Step 3

Step 3 – Check the Navigation Database

- If the MMI does not start or freezes during initialization:
 - Document the behavior with a photo or video.
 - The navigation database must be reinstalled before performing the software update.
 - Reference applicable TSBs for instructions on reinstalling the navigation database.
 - USA – TSB 2062115
 - Canada – TSB 2062060
 - Reimbursement for performing the work described in the TSBs will be accounted for under the 91DZ Safety Recall. Do not claim the work under the TSB.
 - After navigation database is reloaded, Proceed to Step 4.
- If the MMI starts normally:
 - Check for faults in address 005F using ODIS Operating mode Diagnosis.
 - If fault, "B126CF0: Navigation system Navigation database malfunctioning" is stored:
 - Upload the diagnostic log to GFF Paperless.
 - The navigation database must be reinstalled before performing the software update.
 - Reference applicable TSBs for instructions on reinstalling the navigation database.
 - USA – TSB 2062115
 - Canada – TSB 2062060
 - Reimbursement for performing the work described in the TSBs will be accounted for under the 91DZ Safety Recall. Do not claim the work under the TSB.
 - After navigation database is reloaded, Proceed to Step 4.
 - If the B126CF0 fault is not stored in address 005F:
 - Proceed to Step 4.

Step 4 – Update MIB3 Infotainment System via SVM + USB

Step 4 repair overview:

- Communication path = CAN
- Update module via Diagnosis
- Perform bus sleep



CRITICAL REPAIR STEP



High-voltage vehicles: The HV Charger MUST NOT be connected to the vehicle when performing this software update.

- 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.).
- Attach the battery Tester/Charger 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.

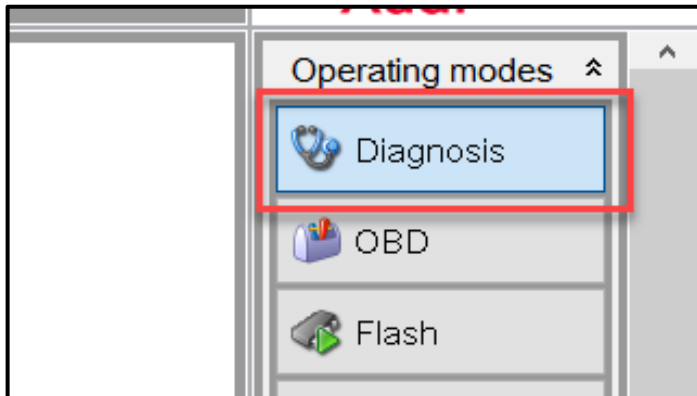


CAUTION

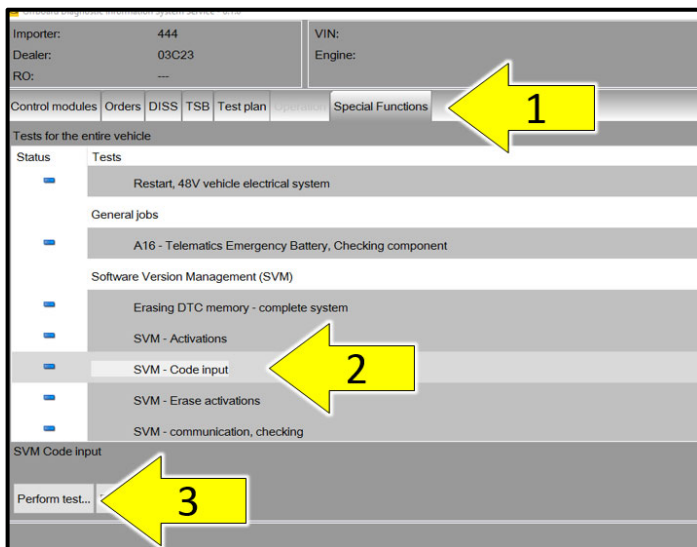
The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



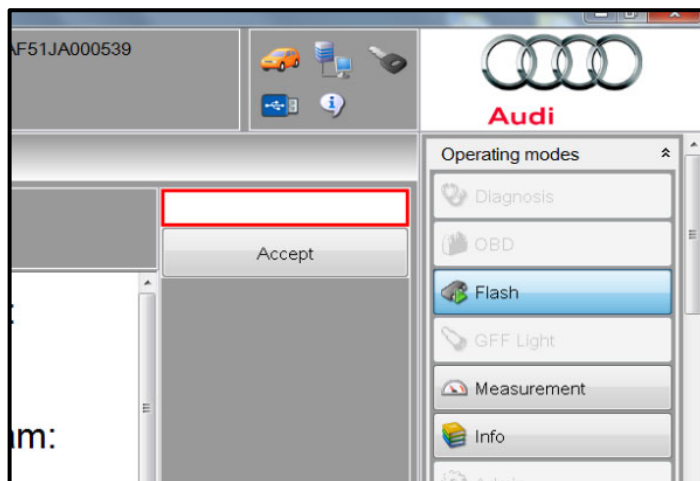
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



- From the home screen of the scan tool highlight "Diagnosis" and perform a full GFF diagnostic scan (if not already performed).
- Follow the on-screen prompts.



- After the diagnostic scan is complete:
 - Select the "Special Functions" tab <1>.
 - Select "SVM Code Input" <2>.
 - Select "Perform test..." <3>.
- Follow the on screen prompts.



NOTE

Using Bluetooth or WiFi 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

CL35A001MLBNAR

- Select "Accept".
- Follow the on-screen prompts.
- When prompted, plug in the USB drive with the appropriate software into one of the vehicle's USB ports.

NOTE

If the update fails with error **ERP0058I**, exit the diagnostic session and update the MIB3 via the RED engineering menu. See TSB 2060523 for instructions on updating the vehicle via the RED engineering menu.

CRITICAL REPAIR STEP

STOP! STOP!

- If the MIB update has to be completed using the Red Engineering Menu for ANY reason, SVM **CL35A001MLBNAR** MUST still be completed afterward.
- DO NOT run ANY GFF test plans for fault *B201A00: Check Software Version Management (SVM)*. Doing so could write an incorrect data container.
- DO NOT attempt Step 5 (SVM CL35A002MLBNAR) until Step 4 (SVM CL35A001MLBNAR) is completed successfully.
- DO NOT perform "Replace module" test for ANY reason. Doing so could write an incorrect data container.

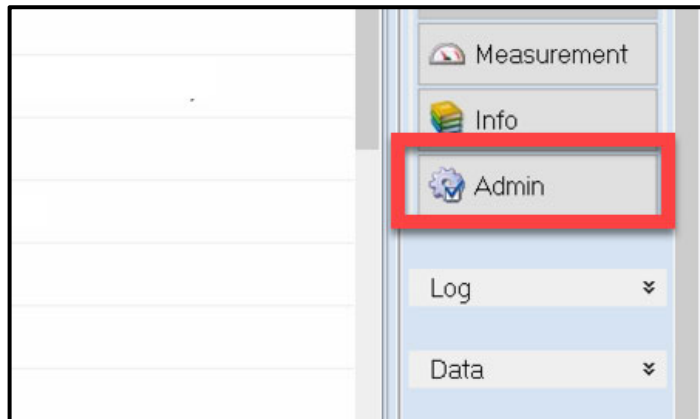
- Perform a bus sleep cycle by removing the diagnostic dongle, turning off the ignition of the vehicle, and locking the doors. Wait until the illumination of all buttons in the vehicle have turned off before continuing.
- Stop the current GFF session so it can be restarted for work in Step 7.

Proceed to Step 5

Step 5 – Update Emergency Call Module via SVM

Step 5 repair overview:

- **Communication path = DoIP**
- Update module via FLASH

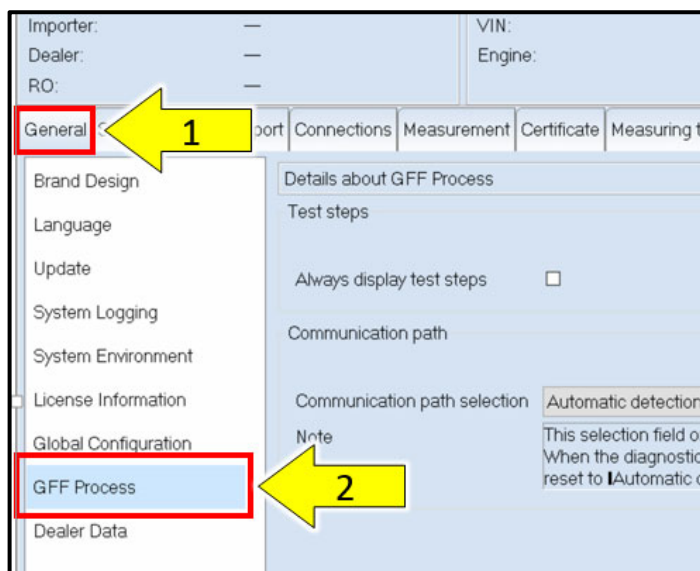


⚠ CRITICAL REPAIR STEPS

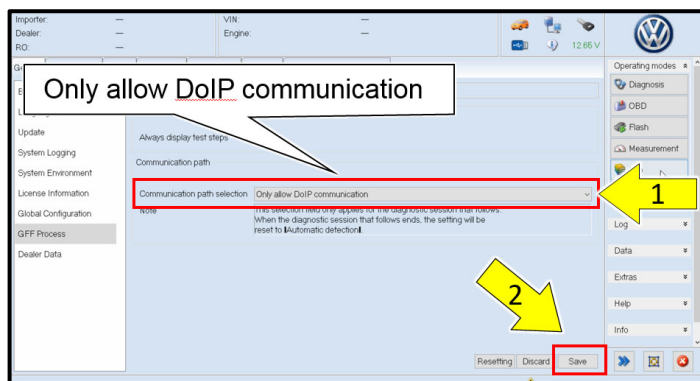


Changing the communication path to “Only allow DoIP communication” MUST be performed to ensure consistent success of this software update. The software update will fail if these steps are not followed.

- From the home screen of the scan tool, select “Admin.”



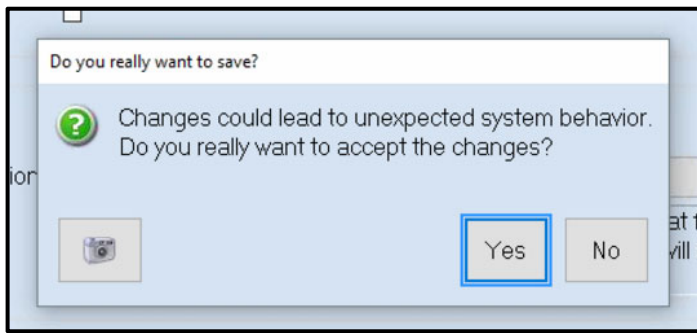
- From the “General” tab <arrow 1>, select “GFF Process” <arrow 2>.



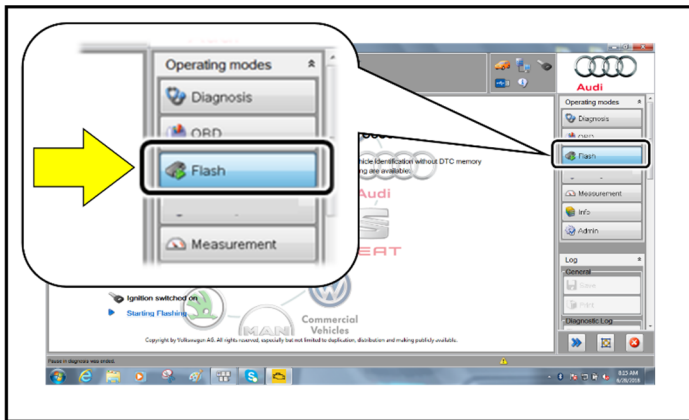
- From the “Communication path selection,” select “Only allow DoIP communication” <arrow 1>.
- Select “Save” <arrow 2>.

⚠ NOTE

As stated in the Note on the scan tool, “This selection field only applies for the diagnostic session that follows. When the diagnostic session that follows ends, the setting will be reset to “Automatic detection.”



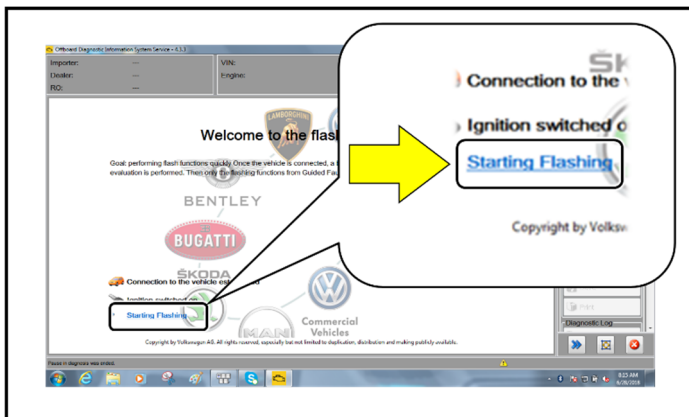
- Select “Yes” when prompted, “Do you really want to save?”
- Return to the home screen of the scan tool.



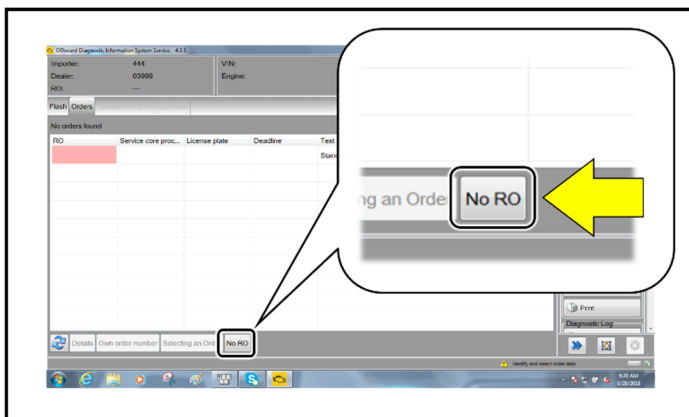
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

NOTE

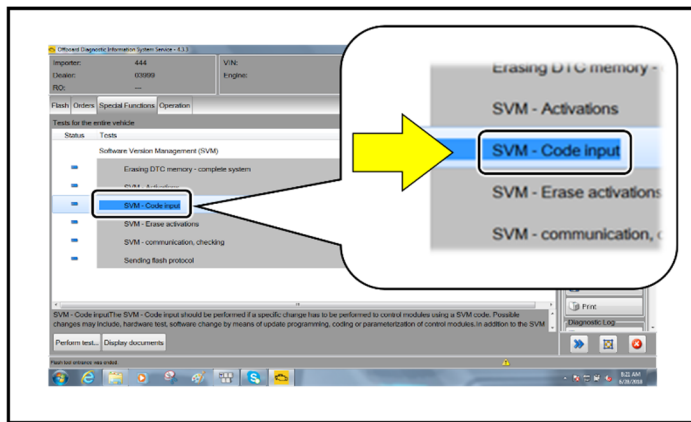
Operating mode “Flash” must be used. Performing this update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



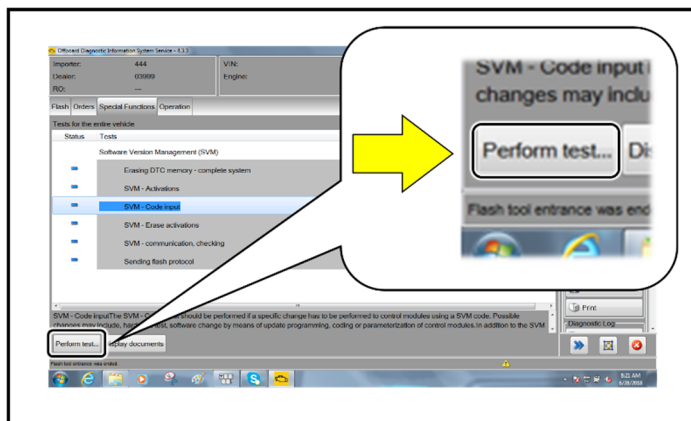
- Select “Starting Flashing” and follow the on-screen prompts.



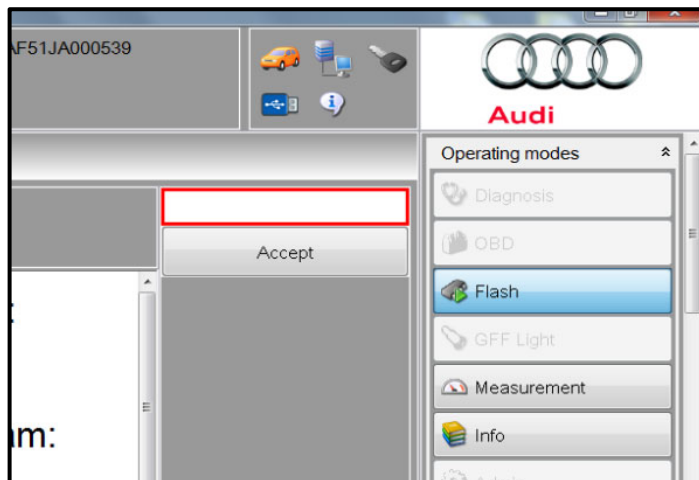
- Select “No RO”.



- Highlight “SVM – Code Input”.



- Select “Perform test”.



NOTE

Using Bluetooth or WiFi for this action is PROHIBITED!

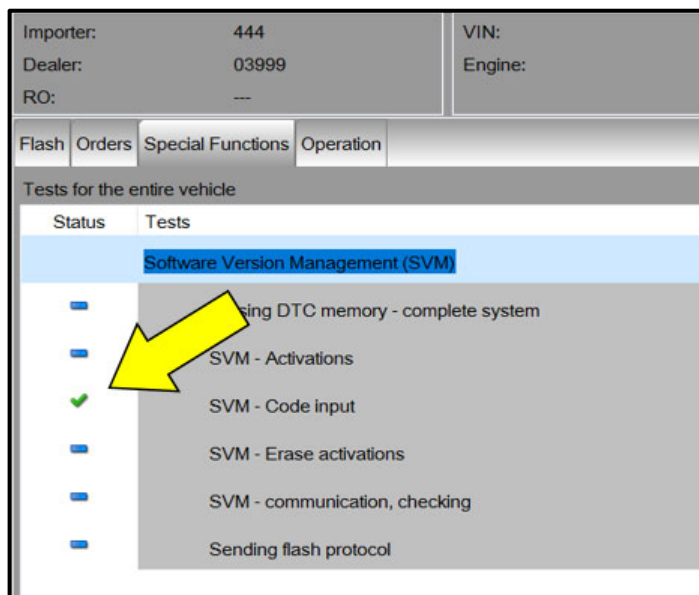
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

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

SVM code

CL35A002MLBNAR

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

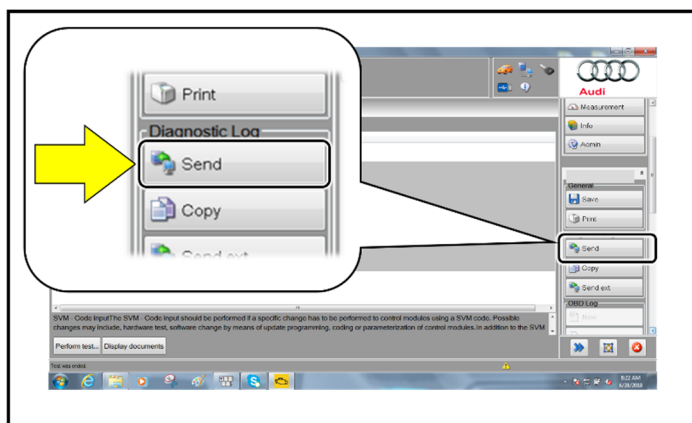


NOTE

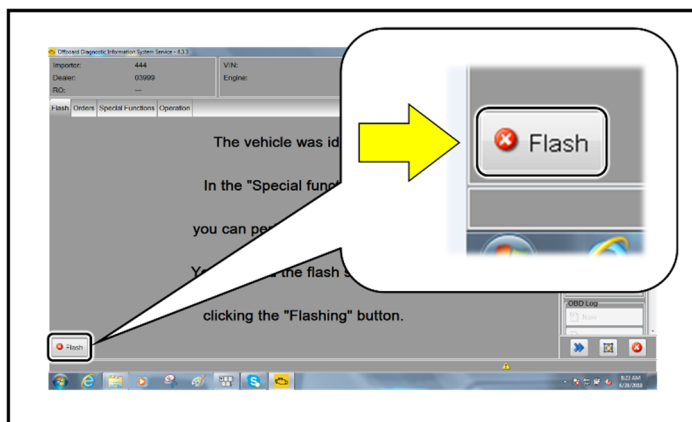


This extra ignition cycle step must be followed, otherwise faults stored during the update may not be cleared upon exiting the Flash program.

- 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.



- 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 Step 6

Step 6 – Deactivate Flight Mode

- Deactivate flight mode directly via “Self-diagnosis” in diagnostic address 0075: *Adaptation >> Basic functions connect >> Flight mode >> Activate/deactivate.*

Step 7 – Final Steps

- Perform BUS sleep:
 - Perform a bus sleep cycle by removing the diagnostic dongle, turning off the ignition of the vehicle, and locking the doors. Wait until the illumination of all buttons in the vehicle has turned off before continuing.
- Check and clear faults:
 - Using Operating mode Diagnosis, check and clear faults created by the software update process.
 - If the DTC “**U044700: Diagnostic interface for data bus module 1 implausible signal malfunction type 2: active/static, symptom 4125**” is stored AFTER updating, disconnect the vehicle battery according to the instructions in the Workshop Manual, *Rep gr. 27, “Connecting and disconnecting battery A (OK4 + VH0)”*. It will be possible to erase the event memory after reconnecting the battery and switching the ignition on.
 - If DTC U044700 still won’t erase – Start the engine / establish readiness to drive. Set the gear selector to D. Wait 5 seconds. Set the gear selector back to P. Cycle the ignition. Clear the DTC.
- Check Emergency call LED in roof module:
 - Check the status of the emergency call LED in the roof module. If it is not green, follow applicable TSBs and repair steps.
 - Diagnosis and repair of issues resulting in no green light will not be covered under this action.
- Send all diagnostic logs to GFF paperless.

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).