

Audi ElsaWeb Newsletter

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Elsa News and Updates

ElsaWeb users will soon see a new pop-up messaging feature when first logging in to ElsaWeb called “Elsa News and Updates.” The feature’s purpose is to display important communications, such as system outages, as well as provide links to different topics and archived messages. This feature also may be used for asking a survey question to help the Service Information Team gain valuable feedback.

The messaging feature will be fully controllable. You can jump to topics, view archived messages, and close the feature at any time. Additionally, the feature will timeout after several minutes of inactivity or will close after a set number of minutes. If the feature closes before you have the chance to read its contents, you can view the information on ServiceNet.

The new Elsa News and Updates messaging feature is another way that the Service Information Team is helping you keep informed of all things having to do with ElsaWeb.

ODIS Diagnostic Log Submission Rewards Program

Earning Audi Winner's Circle Rewards Points for yourself and your dealership has never been easier. Simply submit diagnostic logs using ODIS Service version 1.1.1 or later between **December 10, 2012 and December 30, 2012**, and rake in the Points. And remember, Audi Winner's Circle Rewards Points are automatically added to your account and can be used for a variety of great prizes.

Here's how to get Points using ODIS Service:

- Submit 10 logs and earn 10,000 Audi Winner's Circle Rewards Points to be divided among all technicians in your dealership.
- Submit 25 logs and earn 20,000 Audi Winner's Circle Rewards Points to be divided among all technicians in your dealership.

The top five dealerships will receive an **additional 50,000 Audi Winner's Circle Rewards Points** to be divided among all technicians in your dealership.

Audi Winner's Circle Rewards Points will be paid January 2013. So, submit those logs, and get rewarded!

Holiday Hours

Audi TAC Hours of Operation

Closed:

- Friday December 7, after 1:30p.m.
- Monday December 24, all day
- Tuesday December 25, all day
- Monday December 31, all day
- Tuesday January 1, all day

Open:

- TAC will be open December 26-28, 8:30a.m.-5:00p.m. E.S.T.
- TAC will be open January 2-4, 8:30a.m.-7:00p.m. E.S.T.

Diagnostic Tester Software Support (DTSS) Hours of Operation

Closed:

- Friday December 7, after 1:30p.m.
- Monday December 24, all day
- Tuesday December 25, all day

- Monday December 31, all day
- Tuesday January 1, all day

Reduced Staff:

- Wednesday December 26 through Friday December 28, 2012 (9:00 AM to 5:00 PM EST).

Feedback Corner

The Quality Rewards program is driven by you! So, keep those feedbacks coming. You can earn Audi Winner's Circle Rewards for each feedback that you send in. And, the Audi Winner's Circle Rewards are automatically added to your account and can be used for a variety of awesome prizes.

This week's feedback is from Lenny regarding a 2011 Q7 Repair Manual. He stated:

"The procedure for replacing the power steering cooler needs to be revised. The amount of space provided for removing the cooler is not enough because the radiator cannot be moved far back enough. The A/C lines are crammed in there causing the power steering leak in the first place. This procedure does not pay enough for the amount of time it really takes to perform this repair correctly."

The Service Information Team reviewed the feedback and updated the Repair Manual to include removing the front bumper and moving the radiator out of the way. Lenny included his full name and email address with the feedback and will receive Audi Winner's Circle Rewards for helping improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
18	24	10

*Please note that this feedback feature is not the place to obtain technical assistance for Audi vehicles, or to report potential issues you may have experienced with a vehicle. If you require assistance in repairing or diagnosing a vehicle issue, or wish to report a technical issue, please create an Audi Technical Assistance ticket and contact the Audi Technical Assistance at (800)-678-2389.

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Technical Bulletins

01 Sporadic vehicle no start (DTC P170100, P157000) (2030580/4)

Model(s)	Year	Vehicle Specific Equipment
C7	2011–2013	Not Applicable
D7	2012–2013	Not Applicable
Condition: - The vehicle cannot be started sporadically. - The yellow gearbox warning light may be illuminated. Production Solution: Not Applicable		

02 Transmission warning message in cluster (DTC P0603 in TCM) (2032094/1)

Model(s)	Year	Vehicle Specific Equipment
A4	2012–2013	CVT Transmission
A5 Cabriolet	2012–2013	CVT Transmission
A6	2012–2013	CVT Transmission
Condition: Customer may report transmission warning light comes on. No drivability/starting concerns. GFF scan shows fault code- P060300 (Control Module Malfunctioning, Sporadic), stored in the Transmission control module (02). Production Solution: Not Applicable		

35 Gearbox malfunction message in cluster (DTC P17D800 or P179D00) (2030477/2)

Model(s)	Year	Vehicle Specific Equipment
S4, S5	2010–2012	S-Tronic 7 speed transmission
Condition: In the DIS the following message appears: - Gearbox malfunction: you can continue driving. One or more of the following entries is logged: - DTC P17D800 with DFCC 8040 (Torque limitation because of clutch temperature) - DTC P179D00 with DFCC 8030 (Coolant oil valve electrical malfunction) May also have the following fault: - DTC P174000 with DFCC 8031 (Clutch temperature monitoring) - The DFCC is the 4-6 digit code that is typically listed before the fault code (Figure 1). Production Solution: Improved circuit board for mechatronics unit.		

45 DTC stored after replacing ABS unit (DTC 01044) (2031989)

Model(s)	Year	Vehicle Specific Equipment
A4	2009–2010	Not Applicable
A5	2008–2010	Not Applicable
A5 Cabriolet	2010	Not Applicable

Condition: After replacing the ABS control unit, the new control unit stores DTC 01044 (Control Unit Incorrectly Coded). No warning light is on and the brake electronics work correctly.
Production Solution: No Change

70 A-pillar trim warped or is loose (2032075/1)		
Model(s)	Year	Vehicle Specific Equipment
Q7	2012–2013	Not Applicable
Condition: The A-pillar trim on the right or left side is warped, has a “wavy” appearance, is loose or is not fastened properly. Production Solution: Not Applicable.		

90 Outside air temperature reading: General Information (2032113/1)		
Model(s)	Year	Vehicle Specific Equipment
All	2008–2014	Not Applicable
Condition: The customer may state that the outside ambient temperature display is incorrect. Production Solution: Not Applicable		

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Campaigns

No new Campaigns in ElsaWeb.

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Updates

23H3 UPDATE Revision – ECM Software Update (FED_EMS)			
Model(s)	Year	VIN Range	Vehicle Specific Equipment
Q7	2009	029021–999999	3.0L TDI clean diesel
Q7	2010	000000–008269	3.0L TDI clean diesel
Revision - Warranty Parameter Updated. ECM Software update to address customer satisfaction issues.			

93A2 Update - Hybrid Battery Management (NVLW)			
Model(s)	Year	VIN Range	Vehicle Specific Equipment
Q5 Hybrid	2013	001872–005344	Not Applicable
The energy management of the high-voltage battery has been optimized for Audi hybrid vehicles manufactured within a specific period.			

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Repair Manuals

Repair Manuals			
Elsa Name	Model	Book Updated	Reason
4LB	Q7 2007>	Automatic Transmission 09DA	Feedback# 626636
4GA	A7 2012>	Electrical Equipment	Factory Update

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Wiring Diagrams

No new Wiring Diagrams in ElsaWeb.

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Suggestions:

Please send comments or suggestions to: aoa.WorkshopInformation@audi.com

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