

Audi ElsaWeb Newsletter

Edition 6: October 8, 2012

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Technical Assistance Update

On October 7, 2012, an update will be made to the Technical Assistance (TA) portion of ElsaWeb. This update is for background portions only and will not affect the user functionality. The difference that you will see on Monday, October 8, 2012, is that the application will open in a new window when clicking the TA button in ElsaWeb. ElsaWeb will remain open in the background, and you will be able to use both ElsaWeb and the TA portion at the same time.

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Feedback Corner

This week's feedback is from Rosalind, regarding Technical Bulletin 2029243/3. She said:

"Technical Bulletin 2029243/3 specifies customer may report the front of the passenger floor mat is wet after heavy rains and does not have an allowance for GFF. Please understand that every complaint that comes in is not that the passenger floor mat is wet. Some customer complaints are A/C not blowing cold or A/C not working so the technician performs GFF for faults, and GFF gives a fault for the blower motor. Upon inspecting the blower motor, the technician finds the blower motor filled with water and now is in a case where the technician has to perform GFF. Shouldn't the technician be compensated for performing GFF?"

The Service Information team reviewed this feedback and verified the concern with the Technical Bulletin, time was added to include time stated on diagnostic protocol;

Rosalind included her full name and email address with the feedback and will receive Audi Winners Circle Rewards for helping improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
25	23	14

*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

57 Remote key malfunction - Repair Authorization		
Model(s)	Year	Vehicle-Specific Information
All	2013	All
Keyless entry is inoperative. Remote range is poor. Audi Advanced key is inoperative.		

91 MMI 3G+ Various Technical Issues (K0566 Update)		
Model(s)	Year	Vehicle-Specific Information
A6	2012	MMI 3G+
A7	2012	MMI 3G+
A8	2011-2012	MMI 3G+
Q7	2012	MMI 3G+
Customer may report one of the following concerns: • MMI system randomly freezes and/or resets. • Various issues with DVD Changer playback (inoperative after bus sleep, CD repeats instead of advancing to the next disc – A8 only). • HD Radio does not playback in stereo. • HD Radio experiences poor blending between digital and analog signals. • Google Earth does not properly update the maps after leaving an area of 2G or poor cellular reception. • The lower MMI display flickers when an iPod is connected and the Function or Settings menu is selected and the vehicle is stationary. • Bluetooth® will not automatically reconnect to certain iPhone models after vehicle sleep. • Surround settings are lost after ignition cycle (vehicles equipped with BOSE® sound systems only).		

57 Door handle touch sensors (Advanced key) inoperative		
Model(s)	Year	Vehicle-Specific Information
A4	2010–2013	Advanced Key
A5	2010–2013	Advanced Key
A5 Cabriolet	2010–2013	Advanced Key
RS5	2013	Advanced Key
A6	2012–2013	Advanced Key
A7	2012–2013	Advanced Key
A8	2011–2013	Advanced Key
Q5	2010–2013	Advanced Key
The exterior door handle touch sensors (Advanced key) are inoperative on one or several doors. The key blade can be used mechanically (driver door or trunk) or remote electrically (key remote buttons) to unlock and lock the vehicle.		

66 Roof joint strip loose		
Model(s)	Year	Vehicle-Specific Information
A8 L	2010–2013	N/A
Roof joint strip is loose. This trim strip protrudes particularly at the rear of the roof		

37 Customer may report harsh shift concerns. No faults stored and concern is reproducible.		
Model(s)	Year	Vehicle-Specific Information
A4, A5, A5 Cabriolet	2011–2013	2.0 liter engine 0BK 8 Speed transmission
Q5	2011–2013	2.0 liter engine 0BK 8 Speed transmission
A6, A7	2012–2013	0BK 8 Speed transmission
A8, A8 L, A8 W12, A8 3.0L	2011–2013	0BK 8 Speed transmission
S4, S5	2012–2013	0B5 7 Speed DSG
S6, S7	2013	0B5 7 Speed DSG
Customer may report harsh shift concerns. No faults stored and concern is reproducible.		

94 Side mirror turn signal inoperative		
Model(s)	Year	Vehicle-Specific Information
A4	2009–2013	N/A
A5	2008–2013	N/A
Cabriolet	2010–2013	N/A
A3	2009–2013	N/A
The turn signal indicator lens is inoperative without any damage from outside influence. Cracks have formed in the lens and as a result condensation can be seen behind the lens as seen in Figure 1.		

91 Bluetooth® - Cannot initiate call - Android phone		
Model(s)	Year	Vehicle-Specific Information
All	2005–2013	Bluetooth® phone prep
When trying to place a phone call from the vehicle using a Bluetooth® connected phone, the phone call disconnects before it begins and an error shows on the MMI display. The message may be “Function not supported” (Figure 1) or “Network error”. The customer is using a phone with the Android operating system. In addition, Skype®, or some other network based communication software is installed on the phone. • Call can be placed directly from the phone without a problem.		

94 Headlight moisture accumulation		
Model(s)	Year	Vehicle-Specific Information
A8	2011–2013	N/A
Condensation is visible on the inside of the headlight lens. The condensation disappears only after extended drives (greater than 10 minutes).		

40 Clicking noise from wheel bearing		
Model(s)	Year	Vehicle-Specific Information
A4	2005–2006	N/A
A4	2009	N/A
A4	2010	N/A
A5	2008–2009	N/A
A5	2010	N/A
A5 Cabriolet	2010	N/A
A6	2005–2011	N/A
A8	2004–2010	N/A
Q5	2009	N/A
Q5	2010	N/A
Clicking or clacking noise when maneuvering or parking.		

46 TT RS Brake noise		
Model(s)	Year	Vehicle-Specific Information
TT RS	2012–2013	N/A
The customer may complain of a high pitch squeal or squeak from the brake system when braking at slow speeds. This only applies to vehicles with brake pads and discs that still have a significant life left.		

37 Transmission warning message in cluster, P060A00 stored		
Model(s)	Year	Vehicle-Specific Information
A4, A5, A5 Cabriolet	2011–2012	8 speed 0BK Transmission
Q5	2011–2012	8 speed 0BK Transmission
A6, A7	2012	8 speed 0BK Transmission
A8, A8 L, A8 W12	2011–2012	8 speed 0BK Transmission
Customer may report gearbox warning light on. In some cases after starting vehicle and placing into gear the vehicle would not move. After key cycle the vehicle drives without restriction.		

30 Red warning light for brake fluid on with no brake performance concerns - liquid leaks into footwell.		
Model(s)	Year	Vehicle-Specific Information
B8	2010–2013	0B1 or 0B2 Transmission
- Red warning light "Check brake fluid" appears. - No brake performance concerns. - Liquid leaks into the driver footwell. - Upon inspection technician finds clutch master cylinder leaking.		

00 Audi Q5 Hybrid Repair Authorization		
Model(s)	Year	Vehicle-Specific Information
Q5	2013	N/A
If an all-new 2013 Audi Q5 hybrid arrives at an Audi dealership and requires diagnosis or repair, a Repair Authorization must be obtained. A Technical Assistance Center (TAC) ticket must be created for all concerns only, prior to any repairs. Routine maintenance and PDI do not require prior authorization or a Technical Assistance Center (TAC) ticket. For all other concerns: These procedures are mandatory until further notice. Warranty repairs without repair authorization via a TAC contact will not be reimbursed.		

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Campaigns

No new Campaigns in ElsaWeb.

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Updates

66F5 Emblems on rear lid incorrect (NVLW)			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2013	000001–003182	3.0 TDI
The emblem package on the rear lid of certain model year 2013 Audi Q7 3.0 TDI vehicles is incorrect (Figure 1). The labeling “3.0 TDI Quattro” was installed on the right side of the rear lid. The correct emblem is displayed in Figure 2.			

58B9 Door Seal (NVLW)			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2012	000927-040765	N/A
The door seals between the front and rear doors were omitted on Audi A7 vehicles manufactured within a specific period.			

48K4 Power Steering Control Unit			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6/ A7	2012	000927 – 999999	N/A
A6/ A7	2013	000001 – 043081	N/A
A5	2013	000124 – 005453	N/A
A5 Cabriolet	2013	000124 – 005453	N/A
S5	2013	000124 – 005453	N/A
A4/ S4	2013	018875 – 120021 018875 – 120021	N/A
allroad	2013	000124 – 005453	N/A
On Audi vehicles with electromechanical power steering manufactured within a specific period, an irregularity detected by the diagnosis function can result in an implausible status immediately after the engine is started. This causes the warning lamp for the electromechanical power steering to light up. There is no loss of steering functionality.			

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Repair Manuals

Repair Manuals			
Elsa Name	Model	Book Updated	Reason
4G	A6 2012> A7 2012>	Engine Mechanical CGXB,CTUA Generic Scan Tool CGXB,CGXC Generic Scan Tool CAEB	Factory Update
4F2, 4F5	A6 2005–2011 S6 2007–2011 A6 Avant 2006–2011	Body Interior	Feedback# 626665, 621110
4GA	A7 2012>	Body Exterior	Factory Update
4H	A8 2011> A8 L 2011>	Body Interior	Feedback# 625683
8E	Multiple	Electrical Equipment	Feedback# 590182
8E, 8H	Multiple	Engine Mechanical BPG,BWT	Feedback# 620793
8F, 8K, 8T	Multiple	Fuel Supply System	Feedback 603782, 603783
8F7, 8K2, 8K5, 8T3	Multiple	Engine Mechanical CAEB,CPMA	Feedback 618013
8P	A3 2006>	Engine Mechanical CBFA,CCTA	Feedback# 618012
8R	Q5 2009>	Engine Mechanical CAEB,CHJA,CPMA	Feedback# 621765

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Wiring Diagrams

Wiring Diagrams			
Elsa Name	Model	Book Updated	Engine Code
4L	Q7 2007>	Component Locations: Engine Management System	All
4H	A8 2011> A8 L 2011>	Component Locations: Engine Management System	All

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Suggestions:

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

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