

Technical Service Bulletin



UPDATE 23F1 - SVM update and Missing Emblems (FED_EMS)

November 16, 2012. Supersedes Technical Service Bulletin Group 23 number 10-05 dated February 26, 2010 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| Audi Q7 | 2010 | 000492 – 005006 | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 4 | 11/16/2012 | Warranty Parameter Updated |
| 3 | - | Revised <i>Required Parts & Tools</i> |
| 2 | 2/26/2010 | Revised header data controlling TSB display in ElsaWeb |
| 1 | 2/24/2010 | Original publication |

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

- The “TDI” and rear “quattro” emblems are missing from the lower right corner of the rear lid.
- MIL on.
- **DTC P229F** or **P2201** (NOx Sensor Circuit Range/Performance) stored in ECM.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 23F1 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the Limited New Vehicle Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

The work instructions for installing the “TDI” and rear “quattro” emblems during assembly were removed for a short production run.

Software update needed.

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Production Solution

The work instructions were updated to include placing the “TDI” and rear “quattro” emblems on vehicles shipped to North America.

New software in the 4L0 907 401 B Control Module (J623) addresses the condition.

Service

Criteria 01 – SVM update

1. Follow all instructions in the attached TSB 2011732 *00 Software Version Management (SVM), operating instructions*.
2. Update the instrument cluster (J285) using the SVM action code as listed in the table below if necessary.

| Model | Engine and/or Transmission | Old Software Part Number | Old Software Version | New Software Part Number | New Software Version (or higher) | SVM Action Code |
|-------|----------------------------|--------------------------|----------------------|--------------------------|----------------------------------|-----------------|
| Q7 | 3.0L TDI V6 CATA | 4L1 910 401 G | 0050 | 4L1 910 401 G | 0060 | 23F1A001 |

Criteria 02 – Apply vehicle badging

Preparing the vehicle

1. For cold climates, allow the surface of the rear lid to warm to at least **65°F** by bringing the vehicle inside before starting the repair. Failing to do so will prevent the adhesive from adhering properly to the vehicle.
2. Clean the surface of the rear lid using soap and water, and allow the surface to fully dry.
3. Ensure no debris from the drying towel remains on the mounting surface.

Aligning the emblems

1. The bottom edge of the “Q7” emblem and the bottom edge of the “TDI” emblem should be aligned with each other on the same horizontal line as indicated by the red line in Figure 1. The “quattro” emblem sits below this line.

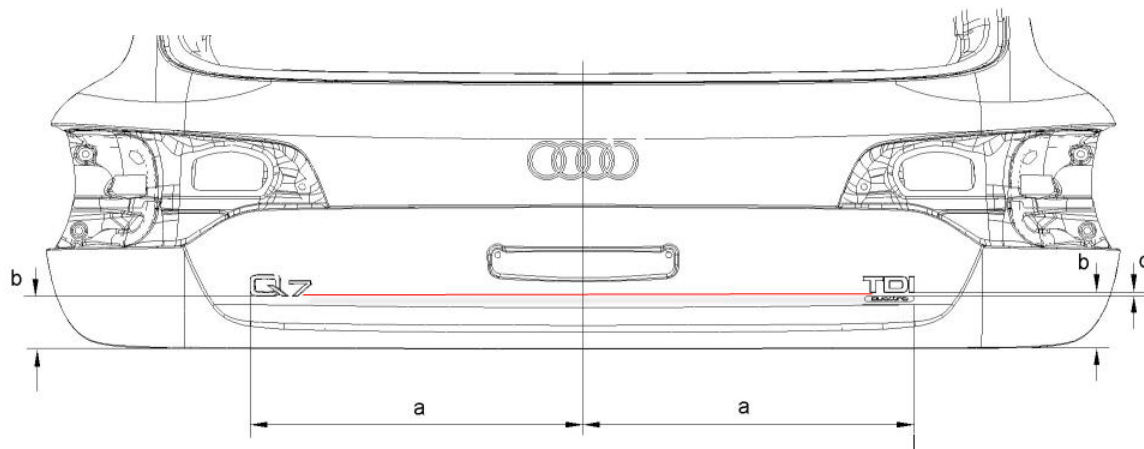


Figure 1. Alignment of “Q7” and “TDI” emblems.

2. Use the dimensions in Figure 2 to align the emblems.

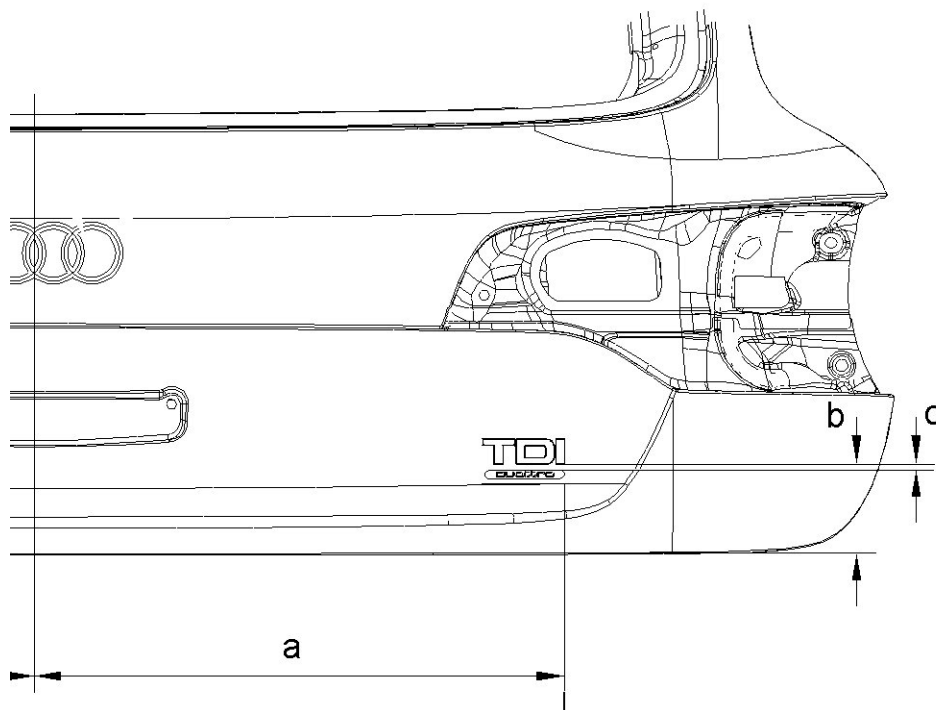


Figure 2.

- A. The right edge of “TDI” emblem relative to the center of vehicle: **531.0 mm**.
- B. The bottom edge of the “TDI” emblem relative to the bottom edge of lift gate: **82.0 mm**.
- C. The spacing between the “TDI” emblem and the “quattro” emblem: **4.0 mm**.

i **Tip:** The “TDI” and “quattro” emblems should have the same approximate width, but if one of the emblems is slightly longer than the other, align the right edge of the emblems with respect to each other (right justify).



Figure 3. Right-justified emblems (extreme case shown).

3. The new “TDI” emblem comes prepared with brown adhesive paper on the front surface of the emblem to help maintain the correct spacing of the “T”, “D”, and “I” during installation.

Carefully remove the wax paper covering the adhesive on the rear of the emblem. Keep the adhesive paper on the front still intact.

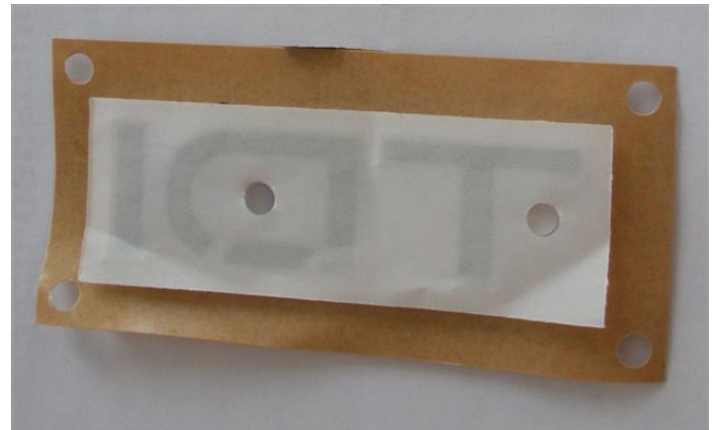


Figure 4. New TDI emblem.

4. Place the emblem on the rear lid surface.
5. Gently remove the adhesive paper on the front of the emblem.

i **Tip:** Pressing on the emblems once they are installed could cause them to shift slightly. Be careful when applying force. Always allow the adhesive time to settle before washing the vehicle.

6. The “quattro” emblem has only a single piece of brown wax paper covering the rear adhesive.
Peel back only the right half of the paper.



Figure 5. New quattro emblem.

7. Align the right edge.
8. Peel back the remaining paper and align the left side.

Warranty

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| | |
|--|--|
| Update Time Requirements/ Reimbursement | To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 23F1 code in the ElsaWeb Campaign/Action Information screen on the day of repair. |
|--|--|

23F1 Saga Claim Entry Procedure

Check ElsaWeb to determine whether the **23F1** Update is open.

Service No.: 23F1

Damage Code: 0066

Parts Manufacturer - Removed part: 002

Claim Type

Sold vehicle = 7 10

Unsold vehicle = 7 90

Vehicles may have more than one criteria. Complete and claim all applicable criteria on one claim.

Saga Accounting Instructions

| Criteria ID | Repair operation | Labor Operation Number | TU |
|-------------|--|------------------------|----|
| 01 | Check software levels, no update necessary | 01 83 00 99 | 20 |
| | OR | | |
| | Check software levels, perform update | 24 70 25 99 | 40 |
| 02 | Check for rear emblems | 01 83 00 99 | 5 |
| | OR | | |
| | 2 Rear emblem replace | 66 50 24 99 | 10 |

There is no reimbursement for vehicle wash or loaner vehicle.

If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.

If the customer agrees to pay for the repair:

Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.

If the customer does not agree to pay for the repair:

Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.

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- Additional Actions** Some of the affected vehicles may be involved in additional Required Vehicle Update Technical Service Bulletins. Please check your ElsaWeb Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Update Verification** For verification, *always* check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Input** For questions regarding claim input, contact the Warranty Helpline. Please do *not* contact the Campaign Helpline regarding claim input.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Required Parts and Tools

| Part Number | Part Description | Quantity |
|-------------------|-------------------------|----------|
| 4H0 853 737 B 2ZZ | TDI emblem (chrome) | 1 |
| 4B0 853 737 D 2ZZ | quattro emblem (chrome) | 1 |

- Destroy and properly dispose of removed parts in accordance with local, state and federal/provincial environmental regulations.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this RVU but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 23F1 code open in ElsaWeb. Your order will be reviewed and processed accordingly.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.