



Technical Service Bulletin

97Y3 UPDATE - Low Beam Headlights (NVLW)

97 12 34 2030473/2 September 7, 2012.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|--------------------|------|-----------------|----------------------------|
| A4 | 2013 | 000840 – 072052 | Not applicable |
| allroad | | 028503 – 073360 | |
| A5 | | 000321 – 004069 | |
| RS5 | | 900033 - 900210 | |
| A5/S5 Cabriolet | | 000124 – 001364 | |

Condition

| REVISION HISTORY | | |
|------------------|------------|--|
| Revision | Date | Purpose |
| 1 | 09/07/2012 | - Added OR in the SAGA claim entry sheet |

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

The low beam headlights sporadically only come on, on one side.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 97Y3 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited 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

On some Audi vehicles manufactured within a specific period, it is possible that the low beam headlights sporadically only come on, on one side. The bulb failure monitor in the instrument cluster will warn the driver that the low beam has failed on one side. The headlight will turn on after an ignition cycle or turning the headlight switch off and on.

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Production Solution

Optimized Central Electric control module software.

Service

SVM Update Instructions

1. Follow all instructions in the attached TSB 2011732 *00 Software Version Management (SVM), operating instructions*.
2. Update the Central Electrics control module (J519) using the SVM action code as listed in the table below if necessary.

| Model | Old Software Version | New Software Version | SVM Action Code |
|------------------|----------------------|----------------------|-----------------|
| A4, allroad | 0092 | 0103 | 97Y3A001 |
| A5, A5 Cabriolet | | | |

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Warranty

| | | | |
|--|--|-------------------------------|-----------|
| 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 97Y3 code in the ElsaWeb Campaign/Action Information screen on the day of repair. | | |
| <p>97Y3 Saga Claim Entry Procedure</p> <p>Check ElsaWeb to determine whether Update 97Y3 is open.</p> <p>Service No.: 97Y3 Damage Code: 0099 Parts Manufacturer - Removed part: 002</p> <p>Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90</p> <p>Saga Accounting Instructions</p> | | | |
| Criteria ID | Repair operation | Labor Operation Number | TU |
| 09 | Check J519 software version, no update required | 0183 00 99 | 20 TU |
| | OR | | |
| | Update J519 with SVM | 9710 25 99 | 30 TU |

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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.

Additional Actions Some of the affected vehicles may be involved in additional Actions. 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.

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.

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 00 *Software Version Management (SVM), operating instructions*.

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.