

Technical Service Bulletin



91J6 UPDATE Adapting Radio (NVLW)

91 12 58 2030955/1 September 18, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A5	2013	021333 – 021926	Not Applicable
A4		115942 – 116066	
Audi Q5		003377 – 006524	

Condition

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

Missing options in the MMI CAR MENU.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91J6 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 Audi A4, A5, or Audi Q5 vehicles with the “Concert” sound system manufactured within a specific period, it is possible that one of the adaption channels has not been correctly saved in the radio.

Production Solution

The adaption procedure must be carried out on the affected vehicles in accordance with the Repair instructions.

Service

1. Connect diagnostic tester to vehicle.

Select *Vehicle self-diagnosis>>56 – Radio>>012 – Adaption.*



Figure 1. Select *Vehicle self-diagnosis>>56 – Radio>>012 – Adaption.*

2. Select adaption channel 40 and confirm entry with 'Q' button.



Figure 2. Select channel 40.

3. Enter the value 65535 and confirm entry by clicking save.

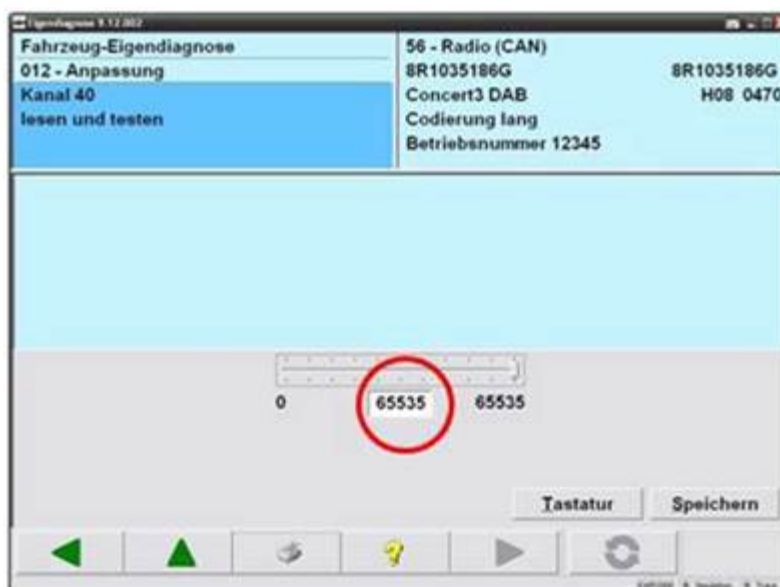


Figure 3. Enter 65535.

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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 91J6 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
91J6 Saga Claim Entry Procedure			
Check ElsaWeb to determine whether Update 91J6 is open.			
Service No.: 91J6			
Damage Code: 0099			
Parts Manufacturer - Removed part: 002			
Claim Type			
Sold vehicle = 7 10			
Unsold vehicle = 7 90			
Saga Accounting Instructions			
Criteria ID	Repair operation	Labor Operation Number	TU
56	Perform Radio Adaptation	9130 25 99	20 TU
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.			
<i>If the customer agrees to pay for the repair:</i>			
Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.			
<i>If the customer does not agree to pay for the repair:</i>			
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 Actions. Please check your ElsaWeb Campaign/Action Information screen so that any <i>additional required work can be done simultaneously</i> .
Update Verification	For verification, <i>always</i> check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the <i>only</i> binding inquiry and verification system; other systems are not valid and <i>may result in non-payment</i> 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

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.