

Technical Service Bulletin



23H3 UPDATE – ECM Software Update (FED_EMS)

December 12, 2012

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q7	2009	029021 – 999999	3.0L TDI clean diesel
	2010	000000 – 008269	

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	12/12/2012	Warranty Parameter Updated
2	-	Revised Warranty (Updated SAGA accounting instructions)
1	06/20/2011	Original Publication

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 23H3 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be in Federal Emissions 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

ECM Software update to address customer satisfaction issues.

Production Solution

Not applicable

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Service

Software update with SVM code 23H3A001

1. Follow all instructions in the attached TSB 2011732 00 *Software Version Management (SVM), operating instructions*.
2. Update the engine control module 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 TDI	CATA	4L0910401G	0010-0060	4L0910401G	0070	23H3A001
Q7 TDI	CATA	4L0910401G	0010-0060	4L0910401Q	0070	23H3A001

3. After the SVM update, you must manually reset an adaptation factor for the SCR system. To do this, enter the Vehicle Self Diagnosis mode with the VAS test tool. Under On Board Diagnostics (OBD), select *01 Engine Electronics >> 014 Long Adaptation >> channel 40*. After pressing *Keyboard*, enter 0064. Confirm and save the selection.
4. Verify that the adaptation factor is successfully reset by checking the value under measured value block 183. This value should read 1.01. If it does not, attempt the reset again.

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Warranty

<p>Update Time Requirements/ Reimbursement</p>	<p>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 37H1 code in the ElsaWeb Campaign/Action Information screen on the day of repair.</p>		
<p>23H3 Saga Claim Entry Procedure Check ElsaWeb to determine whether Update 23H3 is open. Service No.:23H3 Damage Code: 0066 Parts Manufacturer - Removed part: 002 Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90 Saga Accounting Instructions</p>			
<p>Criteria ID</p>	<p>Repair operation</p>	<p>Labor Operation Number</p>	<p>TU</p>
<p>4L</p>	<p>Check, no update needed</p>	<p>0183 01 99</p>	<p>20 TU</p>
	<p>Connect battery charger and perform software update with SVM</p>	<p>2360 25 99</p>	<p>40 TU</p>
<p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p>If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.</p> <p><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.</p> <p><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.</p>			

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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 *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

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.