

Technical Service Bulletin



72 Seat memory does not work

72 13 09 2035357/1 September 25, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2012 - 2014	All	Not Applicable
A5, A6, A7,A8, Q5, Q7	2011 - 2014	All	Not Applicable

Condition

- Seat memory function does not work.
- One of the following DTCs is stored:
 - **DTC 3FDB** (Control Unit Faulty) in the seat adjustment driver side module, J136 (address word 36)
 - **DTC 3FDB** (Control Unit Faulty) in the seat adjustment passenger side module, J521 (address word 06)

Technical Background

In the event of a voltage fluctuation in the vehicle power system, the software of the seat adjustment module fails.

Production Solution

Software update for existing vehicles. Production solution is in preparation.

Service

1. Install approved vehicle battery maintainer on vehicle (Figure 1).



Figure 1. Approved battery maintainer.

- The software must be updated with Guided Fault Finding (GFF). Self-diagnosis or “flash” cannot be used. Note that in certain cases (such as with Q7), SVM will not code the seat control module.

Before performing the update, record the coding of the module by right-clicking on the control module in ODIS, then selecting “Control module ODB” (Figure 2).



Figure 2. Select “Control module ODB”.

- Perform Identification (Figure 3).



Figure 3. Identification in OBD Functions.

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4. Make note of the module coding (Figure 4). The coding should be double-checked after the control module update.

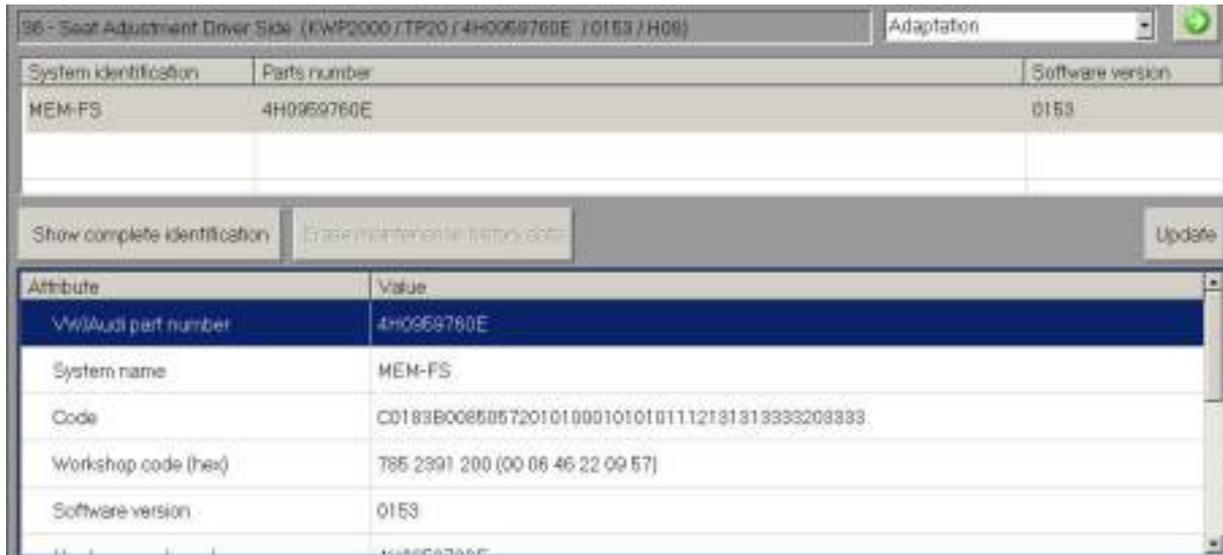


Figure 4. Module coding.

5. To perform SVM in GFF, select the “Special functions” tab, then “SVM - Code input” (Figure 5).

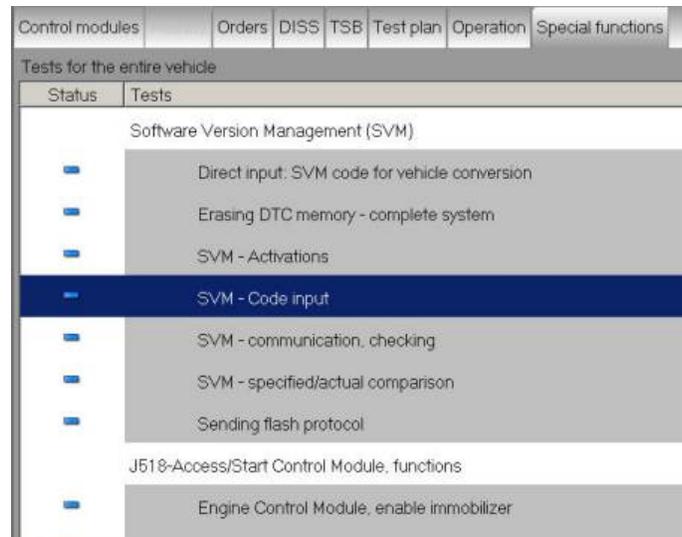


Figure 5. Selecting “SVM - Code input”.

6. Enter SVM code 36A001 (Figure 6). Refer to the SVM table at the bottom of this section for software information.

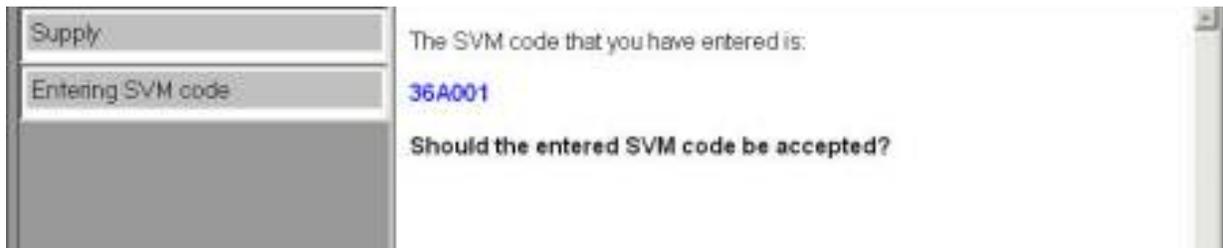


Figure 6. Entering SVM code.

7. When prompted, select “Automatic sequence (Audi Flashing)” (Figure 7).

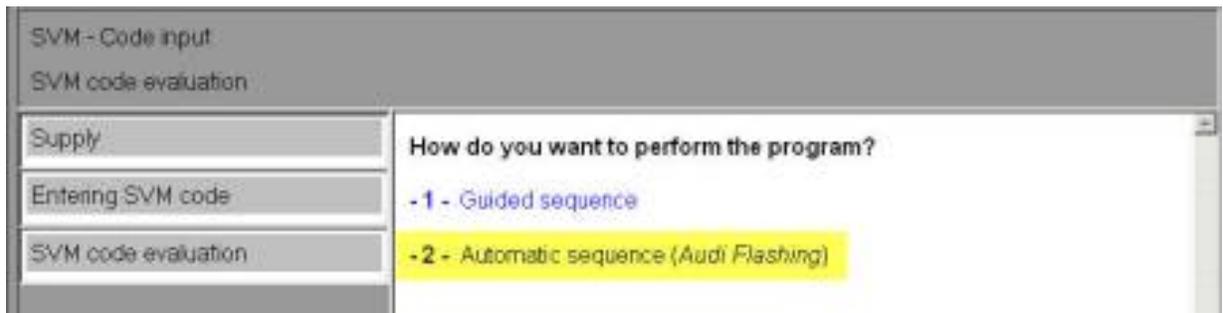


Figure 7. Selecting “Automatic sequence (Audi Flashing)”

8. Follow the instructions on the tester to complete the control module update (Figure 8).

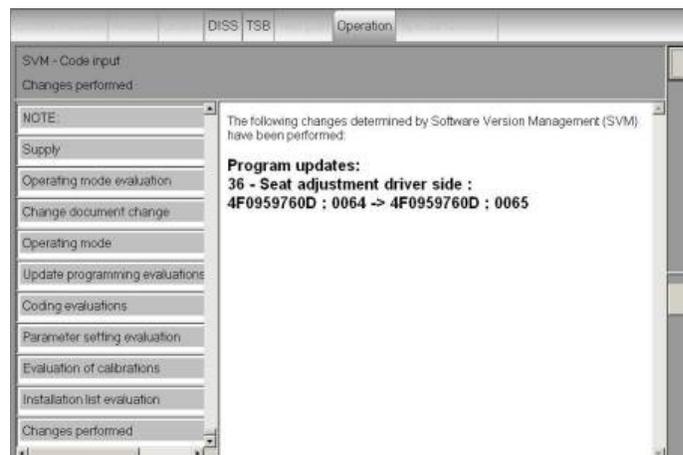


Figure 8. Completing the update.

9. After updating the control module, verify that the coding is correct.
10. Perform basic settings of the front seats. Each seat must run the full length of travel, forward, backward, up, and down for each motor (Figure 9). The number of adjustments will vary depending on vehicle options.



Figure 9. Directions in which the basic settings should be tested.

11. If necessary, perform the additional seat and seatbelt basic settings shown in the MMI (varies by vehicle) (Figure 10).



Figure 10. Additional basic settings in MMI.

When the seat is fully adapted and properly coded, the “SET” button will light up when pressed (Figure 11).



Figure 11. The “SET” button lit up, indicating that the seat is fully adapted and properly coded.

12. Recheck the DTC memory (Figure 12). If all work has been performed properly, the fault will not return.

If the fault does return, run the affected adjustment to its end stops and recheck the fault.

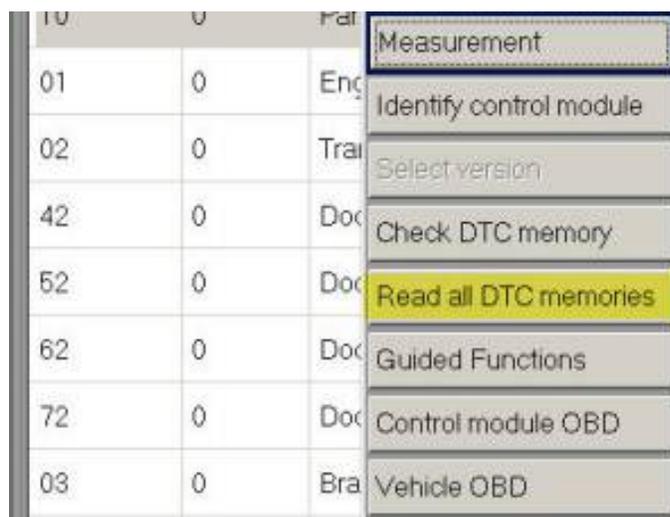


Figure 12. Rechecking the DTC memory.

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13. After all work is complete, end Diagnosis (Figure 13).

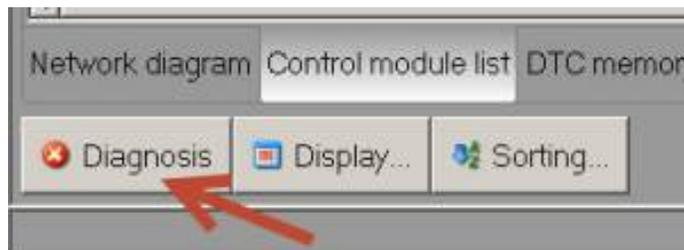


Figure 13. End diagnosis.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Action Code
A4/S4/allroad, A5/S5/RS5, A5/S5/RS5 cab, Q5/Q5 hybrid/SQ5, A6/S6, A7/S7/RS7, A8/A8L/S8, Q7	8K0959760D	76	8K0959760D	77	36A001
	8K0959760E	76	8K0959760E	77	
	8T0959760E	76	8T0959760E	77	
	8T0959760F	76	8T0959760F	77	
	8R0959760D	76	8R0959760D	77	
	8R0959760E	76	8R0959760E	77	
	4H0959760H	163	4H0959760H	164	
	4H0959760D	153	4H0959760D	156	
	4H0959760E	153	4H0959760E	156	
	4H0959760F	153	4H0959760F	156	
	4H0959860	155	4H0959860	158	
	4H0959860A	155	4H0959860A	158	
	4G8959760	154	4G8959760	157	
	4G8959760A	154	4G8959760A	157	
	4G8959760B	154	4G8959760B	157	
4G8959760C	154	4G8959760C	157		
4F0959760D	64	4F0959760D	65		

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	7293		
Damage Code:	0039		
Labor Operations:	Charge battery	2706 8950	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (Max 100 TU)
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2035357/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

Approved battery charger

Additional Information

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

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

All part and service references provided in this TSB (2035357) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.