

#### 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**

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



Figure 1. Approved battery maintainer.

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2. 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).

98	i.	Sant Site strend Table Site 199 - Sant Annumert Table 1 Sant (SDIRED1980) - MEA, MEALER - V	Admin	
00		Service of the servic	Measurement	
40.	0	Central Module Control System (40 - Control System Central Control Module WarkHield W) (4CUS/0284). 0130	identity control module	
96	0	Hade (66 - Hade (MMI 3G)) (4G0056082G 0133 Hade () SHI(U)	Constant Antonio S	
17	0	Dash Board (17 - Instrument Cluster expanded ESI) (4L0920980Q 0317 KOMBINSTR. )	Check DTC memory	
47	0	Sound System (47 - Digital Sound Package (Bose)) (4L0095223J 0160 BOSE G3 Q7 )	Read all DTC memories	
08	0	Air Conditioning (08 - Climate Control, Camfort) (4L0910048D 0070 KLIMA 4 ZONEN)	Guided Functions	- 19
÷C	0	Planets Control Into Data MC. Data Mante Control I and Al MANDER . MOR 10 1113 DET CTI OLI (MANDE	Control module OBD	
Invert	rkegrern O	onholmodule let DTC memory let. Equament let	Vehicle OBD	
	-			And in case of the local division of the loc

Figure 2. Select "Control module ODB".

3. 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.

96 - Seat Adustment Dri	ver Ska	(EWP20007TP2074H0069760E_101537H08)	Adaptatio	n 🕘 🖸	
System identification Parts num		ts number		Software version	
NEMIFS	4H	0959760E	0153		
Show complete identific Attribute	ation	Value 4+0969760E		Update	
System name		MEM-PS	MEM-FS		
Code		C0183B008505720101000101010111213	C0183B0065057201010001010101112131313333208333		
Workshop code (hex)		785 2391 200 (00 06 46 22 09 57)			
Software version		0153			
Mark In all		CONTRACT.			

Figure 4. Module coding.

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

Control modules		Orders	DISS	TSB	Test plan	Operation	Special functions
Tests for the	entire vehi	de		14) - 54		6 G	
Status	Tests						
	Software	Version M	lanage	ment	(SVM)		
-		Direct inpu	ut: SVN	1 code	for vehicle	conversion	(
-		Erasing D	TC me	mory -	complete :	system	
-		SVM - Act	tivation	5			
-		SVM - Co	de inpu	rt.			
-		SVM - con	nmunic	ation.	checking		
-	SVM - specified/actual comparison						
-	Sending flash protocol						
	J518-Ac	cess/Start	Contro	Mod	ule, functio	ns	
-		Engine Co	ontrol M	lodule	, enable im	mobilizer	

Figure 5. Selecting "SVM - Code input".

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

Supply	The SVM code that you have entered is:	2		
Entering SVM code	36A001			
	Should the entered SVM code be accepted?			



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

SVM - Code input SVM code evaluation				
Supply	How do you want to perform the program?	2		
Entering SVM code	-1 - Guided sequence			
SVM code evaluation	-2 - Automatic sequence (Audi Flashing)			

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.

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- 9. After updating the control module, verify that the coding is correct.
- 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.



Figure 10. Additional basic settings in MMI.

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

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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.

10	U	Par	Measurement
01	0	Enç	Identify control module
02	0	Trai	Select version
42	0	Doc	Check DTC memory
52	0	Doc	Read all DTC memories
62	0	Doc	Guided Functions
72	0	Doc	Control module OBD
03	0	Bra	Vehicle OBD

Figure 12. Rechecking the DTC memory.

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.

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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
	8K0959760D	76	8K0959760D	77	
	8K0959760E	76	8K0959760E	77	
	8T0959760E	76	8T0959760E	77	
	8T0959760F	76	8T0959760F	77	
	8R0959760D	76	8R0959760D	77	
	8R0959760E	76	8R0959760E	77	
A4/S4/allroad,	4H0959760H	163	4H0959760H	164	
A5/S5/RS5,	4H0959760D	153	4H0959760D	156	
A5/S5/RS5 cab, Q5/Q5 hvbrid/SQ5.	4H0959760E	153	4H0959760E	156	36A001
A6/S6, A7/S7/RS7,	4H0959760F	153	4H0959760F	156	
A8/A8L/S8, Q7	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.

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