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Truth in Engineering 

Audi Elsa Newsletter

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Elsa / ODIS Feedback Process

The Service Information team would like to thank you for continuing to submit your feedbacks. Each feedback is reviewed by the proper team and then addressed by the subject matter expert. We would like to make everyone aware of the two different feedbacks systems.

Elsa Feedbacks: Please continue to send in Elsa-related feedbacks using the Feedback button on the top toolbar in Elsa. This is for anything related to Repair Manuals, Wiring Diagrams, Campaigns, Updates, Tech Tips, etc.

ODIS Feedbacks: Please use the Feedback option under the Help arrow and then select the Support tab which will launch a window to enter your information for your feedback. Make sure your email outbox is configured properly to use this feature. If you have issues, please contact your dealership's IT support. This allows for the Workshop Technology team to track and accurately diagnosis your issue related to the ODIS system.

Following this process will allow for a better and quicker feedback resolution. Thanks for your continued support and please continue to submit feedbacks.

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Feedback Corner

This week's feedback is from Ryan regarding the 2014 A4 Body Repair Manual. He states:

"The first step for removing says "Versions with foldable rear seat backrest: for the rear seat backrest forward." It should read "...FOLD the rear seat."

This feedback was reviewed by the Service Information team and was fixed by rewording the text. We really appreciate Ryan sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
19	26	9

*Please note that this feedback feature is not the place to obtain technical assistance for Audi vehicles or to report potential issues you may have experienced with a vehicle. If you require assistance in repairing or diagnosing a vehicle issue or wish to report a technical issue, please create an Audi Technical Assistance ticket and contact the Audi Technical Assistance at (800) 678-2389.

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Technical Bulletins

72 Noise from center armrest (2016946/3)		
Model(s)	Year	Vehicle Specific Equipment
A8	2004-2007	Not Applicable
Condition: The front center armrest makes creaking noises when the lid is pressed down with the weight of the customer's arm. Production Solution: Lubrication of the contact surfaces.		

90 Instrument cluster, driver information system (DIS) display is blank with white screen (2029781/2)		
Model(s)	Year	Vehicle Specific Equipment
A4, Q5	2011-2013	Highline Cluster
A5, A5 Cab	2011-2012	Highline Cluster
Condition: <ul style="list-style-type: none">• The driver information system (DIS) display screen is completely blank or appears to be all white.• The condition is intermittent and the DIS can function normally when the key is cycled off and back on.• This condition only affects vehicles with the highline instrument cluster (PR No. 9Q7 or 9Q8). Production Solution: Optimized software was placed into production starting February 2012. <ul style="list-style-type: none">• Service parts for model year 2011 vehicles with Hitachi screen have improved software version 0261.• Service parts and model year 2012 and 2013 production vehicles will have improved software 0540 or 0640.		

48 Power steering warning in cluster (DTC C10ACF0: steering end stops not programmed) (2029622/4)		
Model(s)	Year	Vehicle Specific Equipment
A6, A7	2012-2013	Not Applicable

Condition: The yellow steering symbol is illuminated in the instrument cluster.

Production Solution: Optimization of the VIN message handling was implemented with power steering control module software level 0010.

72 Seat adjustment switch sporadically inoperative (2018015/3)

Model(s)	Year	Vehicle Specific Equipment
Q7	2007	Not Applicable
Condition: Seat adjustment switch for longitudinal, height, rake, and backrest is adjustment sporadically inoperative. Production Solution: Improved seat adjustment switch.		

72 Rear center seat rattles and does not fold flat (2023324/2)

Model(s)	Year	Vehicle Specific Equipment
Q5	2009–2010	Not Applicable
Condition: <ul style="list-style-type: none">• The rear center seat rattles at the backrest latching mechanism.• The rear center seat release handle for folding the center seat backrest flat does not function. Production Solution: The connection between the release rod and the release lever is optimized. The release lever is optimized.		

87 Moisture in driver or front passenger footwell (2024644/8)

Model(s)	Year	Vehicle Specific Equipment
A4, Q5	2009–2014	Not Applicable
A5	2008–2014	Not Applicable
A5 Cab	2010–2014	Not Applicable
A6, A7	2012–2013	Not Applicable
A8	2011–2013	Not Applicable
Condition: Moisture in the driver or front passenger foot well. Production Solution: Improved condensation drain hoses and improved installation process in production.		

48 Power steering warning in cluster, DTC for low starting voltage (2035178/1)

Model(s)	Year	Vehicle Specific Equipment
A4, A5, A5 Cab, Q5	2013	Not Applicable

Condition: On vehicles equipped with a manual transmission, a steering warning may briefly display in the instrument cluster when the engine is restarted after improper use of the clutch pedal. For example, the warning may appear when the engine is restarted after the clutch pedal has been released too quickly during low-RPM, low-speed parking lot maneuvers.

Production Solution: Updated software.

96 Lane Change Assistant sporadically inoperative (2034000/2)

Model(s)	Year	Vehicle Specific Equipment
A6, A7	2012-2013	Lane Change Assistant
A8	2011-2013	Lane Change Assistant

Condition:

- **Customer complaint:**
 - Audi Lane Change Assistant deactivates or is sporadically inoperative.
 - Message “Side Assist Unavailable” is displayed in the Driver Information Display when the system deactivates.
- **Workshop Findings:**
 - Audi Lane Change Assistant can be activated without issue.
- **One or both of the following DTCs is stored in the Lane Change Assistance control module:**
 - DTC 02853 (Lane Change Assistance Warning Lamp -K233-Open/Short Circuit to B+)
 - DTC 02854 (Lane Change Assistance Warning Lamp -K234-Open/Short Circuit to B+)

Production Solution: Revised software

91 Bluetooth phone cannot be paired to vehicle (2013422/10)		
Model(s)	Year	Vehicle Specific Equipment
All	2007–2015	Telephone Preparation Installed
Condition: The Bluetooth® telephone cannot be connected to the vehicle's Infotainment system. Production Solution: Not applicable.		

80 Coolant loss from coolant valve, engine warning light on, "Limp Home" mode active (2033806/4)		
Model(s)	Year	Vehicle Specific Equipment
A6, A7, A5	2012–2013	Not Applicable
A8	2010–2013	Not Applicable
Q7	2011–2014	Not Applicable
A5 Cab, TT, A4, Q5	2012–2014	Not Applicable
Condition: <ul style="list-style-type: none"> • The customer may have one or more of the following concerns: <ul style="list-style-type: none"> • Malfunction Indicator Lamp is on. • Climate system heating performance is insufficient. <ul style="list-style-type: none"> • Coolant level warning is on. • Engine temperature is elevated. • "Limp Home" mode is active. • The results of the diagnosis based on the customer complaint may reveal one or more of the following: <ul style="list-style-type: none"> • One of the following faults is stored in the transmission control module (address word 02): <ul style="list-style-type: none"> • DTC P275300 (Transmission Fluid Cooler Control Circuit Open) • DTC P275500 (Transmission Fluid Cooler Control Circuit High) • Coolant loss is found from one or more control valves: N82, N509, or N488. Coolant may have migrated into the wiring harness through the connector and into various control units. • Climate system heating performance is insufficient due to coolant loss, or due to a faulty N82 control valve. Production Solution: Improved coolant control valves are in development.		

**37 Transmission warning message in cluster (DTC P060A00)
(2029027/8)**

Model(s)	Year	Vehicle Specific Equipment
A4, A5, A5 Cab, Q5, A8, S8	2011–2013	8 speed 0BK Transmission
A6, A7	2013	8 speed 0BK Transmission

Condition: Customer may report transmission warning light is illuminated. In some cases, the vehicle will not move after being started and placed into gear. After key cycle, the vehicle drives without restriction.

One of the following DTCs is stored in the transmission control module (TCM):

- DTC P060A00 (Internal Control Module Monitoring Processor Performance) with DFCC 8692
- DTC P060A00 (Internal Control Module Monitoring Processor Performance) with DFCC 8694
- DTC P060A00 (Internal Control Module Monitoring Processor Performance) with DFCC 12480

Production Solution:

- New software in the Transmission Control Module (TCM), J217 (02), addressed the condition.
- For the A8 4.0T and S8 models, there is new software in Engine Control Module (ECM), J623 (01) that should be used in combination with new software in the Transmission Control Module, J217 (02), which addresses the condition.

**01 Model year 2014 Audi Q5 TDI, A6 TDI, A7 TDI, A8L TDI clean diesel
- Repair Authorization (2033224/3)**

Model(s)	Year	Vehicle Specific Equipment
A6, A7, A8, Q5	2014	TDI Clean Diesel

Condition: If a model year 2014 Q5 TDI, A6 TDI, A7 TDI, or A8L TDI clean diesel (engine code CPNA or CPNB) requires diagnosis or repair of the engine, diesel fuel delivery, exhaust after-treatment (SCR/AdBlue and emissions) systems, or transmission, a Repair Authorization is necessary prior to repair.

Production Solution: No changes to production have been made, as no issue has been identified.

91 MMI screen carrier shudders/noisy (2028446/5)

Model(s)	Year	Vehicle Specific Equipment
A6, A7	2012	Not Applicable

Condition: MMI screen carrier shudders, shakes, and/or is noisy during operation. **Production Solution:** Improved carrier slide mechanism and new software.

91 MMI 3G Sound system "popping" and various other technical issues (K0133 Update) (2034923/2)

Model(s)	Year	Vehicle Specific Equipment
A4, A5, A5 Cab, Q5	2011–2012	MMI 3G
A6, Q7	2011	MMI 3G

Condition:

- Customer reports one of the following concerns:
 - Sound system “pops” and loses audio for a few seconds (for vehicles with base sound system).
 - Sound system loses audio for a few seconds and returns on its own (for vehicles with Bose or Bang & Olufsen sound system).
 - HD radio does not output in Stereo.

Production Solution: Improved software.

91 MMI 3G+ Sound system "popping" and various other technical Issues (K0715 Update) (2030465/6)

Model(s)	Year	Vehicle Specific Equipment
A6, A7, Q7	2012–2013	MMI 3G+
A8	2011–2013	MMI 3G+
A4, A5, A5 Cab, Q5	2013	MMI 3G+

Condition: Customer may report one of the following concerns:

- Sound system “pops” and loses audio for a few seconds (for vehicles with base sound system)
- Sound system loses audio for a few seconds and returns on its own (for vehicle with Bose or Bang & Olufsen sound system)
 - MMI system randomly freezes and/or resets.
- DVD Changer playback inoperative after bus sleep (A8 only).
 - HD Radio does not playback in stereo.
- HD Radio experiences poor blending between digital and analog signals.
- Google Earth does not properly update the maps after leaving an area of 2G or poor cellular reception.
- The lower MMI display flickers when an iPod is connected and the Function or Settings menu is selected and the vehicle is stationary.
 - Bluetooth® will not automatically reconnect to certain iPhone models after vehicle sleep.
- Surround settings are lost after ignition cycle (vehicles equipped with BOSE® sound systems only).
 - Google Earth does not load in 2G roaming areas.

Production Solution: Improved software.

74 Rear center armrest lid does not latch (2018004/3)

Model(s)	Year	Vehicle Specific Equipment
A8	2003–2004	Not Applicable

Condition: Rear center armrest lid does not latch.

Production Solution: Improved release button with additional stop.

74 S-line front seat head restraint feed-through hole exposed in leather backrest cover (2018257/4)

Model(s)	Year	Vehicle Specific Equipment
A6	2006–2009	S-line Sport Seats

Condition: The head restraint feed-through hole is visible on the seat backrest cover.

Production Solution: The construction of the S-line seat backrest cover has been optimized in production vehicles. The changes included the following:

- The locations of the feed-through holes were moved back.
 - The diameter of the feed-through holes was reduced.
- An additional piece of stabilizing material was attached to the inside of the backrest cover around the holes to ensure better adhesion of the leather to the seat back cushion.

74 Seat heating performance too low (2028257/7)

Model(s)	Year	Vehicle Specific Equipment
Q5	2012	Heated front seats

Condition: The customer may complain that the seat heating temperature is too low or that it takes too long to heat up.

Production Solution: Change in preparation.

48 Steering wheel leather damage, all vehicles (2028220/3)

Model(s)	Year	Vehicle Specific Equipment
All	2005–2014	Not Applicable

Condition: Steering wheel appearance damaged due to external impact (e.g., contact with finger nails, zippers, watches, rings, etc.).

Production Solution: Not applicable.

Pending Service Solutions

No new pending service solutions this week.

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Campaigns

No new campaigns this week.

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Updates

No new updates this week.

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Suggestions

Please send comments or suggestions to: aoa.workshopinformation@audi.com

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