

#### 96 Lane Change Assistant sporadically inoperative

96 13 78 2034000/3 October 31, 2013. Supersedes Technical Service Bulletin Group 96 number 13-74 dated September 11, 2013 for reasons listed below.

| Model(s) | Year        | VIN Range Vehicle-Specific Equipment |                       |
|----------|-------------|--------------------------------------|-----------------------|
| A6, A7   | 2011 - 2013 | All                                  | Lane Change Assistant |
| A8       | 2010 - 2013 | All                                  | Lane Change Assistant |

# Condition

| REVISION HISTORY |                       |   |  |  |
|------------------|-----------------------|---|--|--|
| Revision         | Revision Date Purpose |   |  |  |
| 3                | -                     | Revised Header (added the rest of MY13) |  |  |
| 2                | 9/11/2013             | Revised Service (Added software levels) |  |  |
| 1                | 5/29/2013             | Initial publication                     |  |  |

#### **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, J769 (3C):
  - 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+)

## **Technical Background**

A software issue within J769 causes a diagnostic fault, which deactivates the Audi Lane Change Assistant temporarily.

# **Production Solution**

Revised software.

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## **Service**

### **SVM Update Instructions**

- 1. Follow all instructions in the attached TSB, 2011732: 00 Software Version Management (SVM), operating instructions.
- 2. Update the Lane Change Assistance control module, J769 (3C), using the SVM action code as listed in the table below if necessary.

| Model | Engine and/or<br>Transmission | Old Software<br>Part Number | Old Software<br>Version | New Software<br>Part Number | New Software<br>Version | SVM<br>Action<br>Code |
|-------|-------------------------------|-----------------------------|-------------------------|-----------------------------|-------------------------|-----------------------|
| A6/A7 | N/A                           | 4G0907566C                  | N/A                     | 4G0907566C                  | 0050                    |                       |
|       | N/A                           | 4G0907566D                  | N/A                     | 4G0907566D                  | 0060                    |                       |
|       | N/A                           | 4G0907566E                  | N/A                     | 4G0907566E                  | 0040                    |                       |
|       | N/A                           | 4G0907566H                  | N/A                     | 4G0907566H                  | 0040                    |                       |
|       | N/A                           | 4G0907566J                  | N/A                     | 4G0907566J                  | 0060                    | 3CA011                |
|       | N/A                           | 4G0907566K                  | N/A                     | 4G0907566K                  | 0020                    |                       |
| A8    | N/A                           | 4H0907566                   | N/A                     | 4H0907566                   | 0110                    |                       |
|       | N/A                           | 4H0907566A                  | N/A                     | 4H0907566A                  | 0050                    |                       |

## Warranty

| Claim Type:   | Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only. |              |       |  |  |
|---|---|--------------|-------|--|--|
| Service Number:   | 9635  |              |       |  |  |
| Damage Code:  | 0039  |              |       |  |  |
| Labor Operations:   | Update software of J769   | 9635 2599    | 30 TU |  |  |
| Diagnostic Time:  | GFF   | No allowance | 0 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<br>(Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details |   |              |       |  |  |
| Claim Comment:  | As per TSB #2034000/3   |              |       |  |  |

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# Technical Service Bulletin

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.

# **Additional Information**

All parts and service references provided in this TSB (2034000) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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