

Technical Service Bulletin



96 ACC function restriction warning message (DTC 3263 or VAS03263)

96 13 54 2033313/1 March 15, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4/S4/allroad	2013	000001-999999	Adaptive Cruise Control
A5/S5/RS 5	2013	000001-999999	Adaptive Cruise Control
CAB	2013	000001-999999	Adaptive Cruise Control
Audi Q5	2013	000001-999999	Adaptive Cruise Control

Condition

- Adaptive Cruise Control (ACC) does not work.
- The message "ACC no sensor vision" appears in the cluster.
- One of the following DTCs are logged in the distance regulation control module, J428 (13):
 - **VAS PC: DTC 3263** (Function restriction)
 - **ODIS: DTC VAG03263** (Function restriction)



Tip: The DTC description in the diagnostic log may be blank when using VAS PC depending on the Audi Brand version being used.

Technical Background

Adaptive Cruise Control (ACC) is deactivated when the radar sensor does not see any objects for an extended period of time (varies based on environmental conditions). The most common cause for this type of deactivation is that the field of vision of the radar sensor is blocked. Any of the following conditions could cause the ACC to switch off:

- Leaves, snow, strong water spray, or dirt in the field of vision of the radar sensor. This is mainly related to poor weather conditions. The ACC can be switched off even in dry weather conditions if the radar sensor is covered by salt or dirt.
- The radar sensor can be pulled out of its plastic mounting clips in a minor collision which produces no visible external damage. This type of impact may distort the sensor viewing angle enough to create a limited view condition.
- When the vehicle is driven through a long tunnel, the reflection off the walls to the radar can lead to ACC deactivation.

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Production Solution

No change.

Service

- An ACC shutdown because of dirt is unavoidable and should not be claimed under warranty. Clean the sensor and the system will be reactivated.
- Minor collisions with no visible exterior damage can damage the plastic mounting clips. Use the available repair kit with new clips (see ETKA) and recalibrate the ACC system. Repairs due to outside influence cannot be claimed under warranty.
- If the ACC system is deactivated during a drive in a long tunnel, then the system is performing as designed. Please explain to the customer this condition and ensure the customer understands the system is operating as designed.

Avoid any unnecessary replacement of the radar sensor.

Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9163		
Damage Code:	0018		
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol (MAX 50 TU)
	Road test prior to service procedure	0121 0002	10 TU
	Road test after service procedure	0121 0004	10 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 # 2033313/1		

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.



Additional Information

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