

Technical Service Bulletin



97 Multiple warning lights illuminated; communication error DTCs

97 13 37 2034945/1 August 8, 2013.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|-------------|-----------|----------------------------|
| Q7 | 2010 - 2014 | All | NA |

Condition

- The customer may report two or more of the following warning lights are/were illuminated simultaneously:
 - Airbag warning light
 - TPMS warning light
 - ABS/ESP warning light
 - Engine warning light
 - Suspension warning light
 - Transmission warning light
- The warning lights may be sporadic, and may not be illuminated by the time the customer brings the vehicle to the workshop.
- CAN communication DTCs may be found in the following control modules:
 - Engine control module (address word 01)
 - Transmission control module (address word 02)
 - ABS control module (address word 03)
 - Adaptive air suspension control module (address word 34)
 - Corner view (front, rear) camera system control module (address word 6C)

Technical Background

There is sporadic data disruption on the CAN bus wiring behind the dashboard, between the left (T46a) and right (T46b) 46-pin CAN disconnect plugs.

For wiring and component reference, see *Elsa* >> *Wiring Diagrams/Component Locations* >> *Wiring Diagrams* >> *CAN disconnect plug, from June 2006*.

Production Solution

Vehicle production will have continuous quality improvement.

Service

1. Upload GFF paperless log showing communication DTCs as described in the complaint.
2. Overlay new CAN twisted pair wiring behind the dashboard, between the two 46-pin CAN disconnect plugs (T46a/1H <-> T46b/1H and T46a/1L <-> T46b/1L).



Tip: Protect twisted pair with loom and abrasion resistant cloth. Beware of any moving parts behind dash panel that may chafe the wiring overlay.



Tip: For easier routing of overlay, removal of parts such as the glove box, air vents, and instrument cluster will aid in secure wire routing.

3. Replace the terminals with the VAS1978B repair kit.

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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: | 9709 | | |
| Damage Code: | 0010 | | |
| Labor Operations: | Central wiring harness repair | 9709 4152 | 40 TU |
| | Instrument panel remove+reinstall | 7018 1900 | 370 TU |
| Diagnostic Time: | GFF – Checking and clearing fault codes included in existing labor operations | 0150 0000 | Time stated on diagnostic protocol (Max 20 TU) |
| | Road test prior to service procedure | No allowance | 0 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 #2034945/1 | | |

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

| Part Number | Part Description | Quantity |
|---------------------|----------------------------|-----------|
| 000979987 | Data bus line (CAN bus) | 1 |
| 000979009E | Terminal pair with wiring | 2 |
| 000979940 | Butt connector | 8 |
| 000979950 | Cloth tape | 1 |
| Misc. Shop Supplies | Wiring protection hardware | As needed |

| Tool | Tool Description | Quantity |
|----------|---------------------------|----------|
| VAS1978B | Wiring harness repair set | 1 |

Additional Information

- The following repair procedure may be necessary to complete this procedure:
 - *Repair Manual >> Electrical System >> Electrical Equipment General Information >> 97 Wiring >> General Information >> Wiring Harness and Connectors, Repairing >> CAN Bus Wire, Repairing*
- See Self Study Program, *SSP 971003*, for electrical repair procedures and tips.

All part and service references provided in this TSB (2034945) are subject to change and/or removal. Always check with your Parts Dept. and service manuals for the latest information.