

Technical Service Bulletin



43 No communication with 34 module, vehicle lowers after engine start, air suspension warning lights blink (DTC 01487)

43 13 21 2017325/8 August 15, 2013. Supersedes Technical Service Bulletin Group 43 number 13-20 dated July 22, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2007 - 2008	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
8	-	Revised header data (Updated customer codes)
7	7/22/2013	Revised header data (Updated customer codes)
6	11/23/2011	Revised <i>Service</i>
5	12/15/2008	Revised title Revised <i>Warranty</i>
4	11/3/2008	Revised title to include repair group

- Immediately after the vehicle is started, the air suspension lowers the vehicle to its lowest possible position.
- The air suspension warning light blinks.
- **DTC 01487** (System function test incorrect signal sporadic) is stored in the level control system control module, J197 (address word 34).
- An ignition off/on cycle will reboot the system and restore the functions.

Technical Background

The following sequence of events triggers the condition:

1. A door is opened or closed, but the ignition is not turned on.
2. After one minute, the level control system control module reenters sleep mode.
3. Sleep mode of the level control system control module is interrupted via a new door signal.
4. The ignition is turned on within 100ms of an additional door signal.

Production Solution

New level control system control module (J197) software resolves the complaint.

Service


Note:

Do *not* flash the vehicle while it is on the lift. The vehicle must be on the ground, on a level surface.

1. Check the software part number and software level in the level control system control module, J197.
2. Prior to beginning the SVM process, insert a USB memory stick into the VAS 5051B or 5052 tester to capture the diagnostic log electronically. In case TAC support is required, attach the diagnostic log to the ticket. TAC will need this log to assist you.
3. Record the coding of the level control system control module.
4. Update the level control system control module using the SVM action code as listed in the table below, if necessary.

Note:

Do *not* use a **6017** or **6017A** while flashing. Doing so may result in complete control module failure.

 **Tip:** The SVM Process must be completed in its entirety so that the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

For further SVM update instructions and troubleshooting, please refer to TSB 2011732: *00 Software Version Management (SVM), operating instructions*.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Action Code
Audi Q7	4L0 910 553E	All	4L0 910 553F	7750	4L34A003

5. When software update is completed, code the level control system control module following the GFF test plan (J197-Level Ctrl.Sys.Ctrl.Mo., coding).
6. Re-adapt the control positions following GFF test plan (J197- Level Ctrl.Sys.Ctrl.Mo., re-adapting control position).
7. Erase all fault codes and verify level control system operation.

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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:	4316		
Damage Code:	0039		
Labor Operations:	Software update of level control system control module, including J197 coding and readapting control position.	4316 0099	100 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 (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2017325/8		

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

ODIS (with the latest software version)

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:

- TSB 2011732 00 *Software Version Management (SVM), operating instructions*.

All parts and service references provided in this TSB (2017325) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.