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Audi
Truth in Engineering 

Audi ElsaWeb Newsletter

Edition 39: June 10, 2013

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Audi VAS-PC Diagnostic Feedback Support Discontinued

VAS Tester

Number: AVT-13-11

Date: June 6, 2013

1.0 – Introduction

As previously announced, VAS-PC Diagnostic Software support will end on August 30, 2013. ODIS Service will replace VAS-PC as the official vehicle diagnostic software to be used for servicing Audi vehicles.

As of June 7, 2013, Audi VAS-PC diagnostic feedback submissions will no longer be accepted. The Audi GFF feedback form will be removed from ServiceNet, and VAS Diagnostic feedback will not be processed when submitted through ElsaWeb.

Please submit ODIS Service feedback from within ODIS using the system support button. The ODIS System Support button provides a convenient method for submitting diagnostic tester feedback. Users can quickly add issue descriptions and screen prints to each feedback. Diagnostic protocol logs are automatically attached. The entire feedback is packaged and sent to a designated mailbox for processing within minutes. For further information, please refer to the **Offboard Diagnostic Information System Support Button Overview**, which is available on ServiceNet.

Note: In order to submit feedback using the System Support Button from within ODIS, the ODIS Service Email Outbox must be configured. For information on configuring the ODIS Service Email Outbox, refer to **ODIS Service Email Outbox Configurations, which is also available on ServiceNet.**

Users can also refer to **VAS-PC Diagnostic Software – End of Life (EoL) Announcement** for further information regarding VAS-PC Diagnostic Software End of Life (EoL).

Questions or comments can be directed to Diag-Feedback@Volkswagen.com. Please remember to include contact information so that we can respond to your inquiry.

Feedback Corner

This week's feedback is from Cory regarding a 2013 A6 Repair Manual. He states:

“There are no repair instructions for braking system 1LU in the Repair Manual.”

This feedback was reviewed by the Service Information team and was resolved. We really appreciate Cory sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
15	25	3

*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

91 Satellite radio station name missing or presets lost (2021675/3)		
Model(s)	Year	Vehicle Specific Equipment
A5, S5	2008–2010	Internal Sirius satellite radio tuner (MMI 3G or Gen 3 CAN radio only)
A4, S4, Q5	2009–2010	Internal Sirius satellite radio tuner (MMI 3G or Gen 3 CAN radio only)
A5/S5 Cabriolet, A6, Q7	2010	Internal Sirius satellite radio tuner (MMI 3G or Gen 3 CAN radio only)
Condition: On vehicles with an active Sirius satellite radio subscription that includes the “Best of XM” stations (additional fee), the following may occur:		

- “Best of XM” stations stored in memory are erased from the Presets list after the ignition is cycled.
- The station name of certain “Best of XM” stations is not displayed in the Channel list, even though the artist or title information is correctly displayed.

When this condition exists, all satellite radio channels can still be heard. The digital audio stream is not affected.

Production Solution: Not applicable.

96 Sunglass holder will not close (2027416/4)

Model(s)	Year	Vehicle Specific Equipment
A6	2005–2014	Not Applicable
Q7	2007–2014	Not Applicable
A5, S5, RS5	2008–2014	Not Applicable
A4, S4, Q5	2009–2014	Not Applicable
A8	2011–2014	Not Applicable
A7	2012–2014	Not Applicable

Condition: The sunglass holder in the dome light assembly will not latch closed.

Production Solution: Optimized sunglass holder spring latch and dome light installation procedure.

96 False warning by lane change assistant (Audi Side Assist) (2033782/1)

Model(s)	Year	Vehicle Specific Equipment
A4 Allroad	2013	Audi Side Assist

Condition: Customer complains that Audi Side Assist is providing false warnings (no vehicle is present in the blind spot). The concern may or may not be duplicated. No DTCs are present in the Audi Side Assist system. The mounting brackets for the control units may be loose or broken.

Production Solution: Improved hardware and software introduced into production.

55 “Low Oil Level” message is on in the DIS or MMI (2023967/5)

Model(s)	Year	Vehicle Specific Equipment
A5/S5 Coupe	2008–2013	Not Applicable
A4, S4, Q5	2009–2013	Not Applicable
A5/S5 Cabrio	2010–2013	Not Applicable

Condition: “Low Oil Level” message is on in the DIS or MMI.
Production Solution: Improved hood contact switches have been put into current production vehicles, and a software change with improved logic is planned for production.

19 Engine coolant level warning illuminated, but coolant level is correct (2024784/3)

Model(s)	Year	Vehicle Specific Equipment
A3	2004–2011	Not Applicable
TT	2007–2011	Not Applicable

Condition:

- The engine coolant level too low warning light is illuminated.
 - The coolant level in the reservoir is correct.
 - The complaint can be reproduced.
 - No DTCs are stored in the control unit.

Production Solution: Not applicable.

01 MIL on (P0491 and P0492 stored at same time) (2033001/2)

Model(s)	Year	Vehicle Specific Equipment
A6	2009–2011	CCAA, CALA engines
A4	2009–2011	CALA, CCBA engines
Q5	2009–2012	CALB engines
A5 Cabriolet	2010–2013	CCBA engines
Q7	2011–2012	CJWB, CJWE, CJWC engines

Condition: MIL on. Both of the following DTCs are stored in the engine control module: DTC P0491 and DTC P0492. Mileage is greater than 15,000 miles.

Production Solution: Not applicable.

96 Lane Change Assistant sporadically inoperative (2034000/1)		
Model(s)	Year	Vehicle Specific Equipment
A8	2011-2013	Lane Change Assistant
A6, A7	2011-2013	Lane Change Assistant
<p>Condition: Customer complaint:</p> <ul style="list-style-type: none"> • Audi Lane Change Assistant deactivates or is sporadically inoperative. • Message “Side Assist Unavailable” is displayed in the Driver Information Display when the system deactivates. <p>Workshop Findings:</p> <ul style="list-style-type: none"> • Audi Lane Change Assistant can be activated without issue. • One or both of two DTCs is stored in the Lane Change Assistance control module. <p>Production Solution: Revised Software.</p>		

01 MIL on (DTC P2006(00) or P2007(00) stored in ECM) (2033919/2)		
Model(s)	Year	Vehicle Specific Equipment
A6, A7, S4, S5, S5 Cab, Q7, Q5	2013	3.0 FSI Engine
<p>Condition: MIL on. One or both of two DTCs is stored in the engine control module. There may be slight power reduction at high RPMs.</p> <p>Production Solution: Updated vacuum actuator.</p>		

37 Vehicle lacks power or will not move after stop due to simultaneous depressing of the brake and accelerator pedals (2033658/5)		
Model(s)	Year	Vehicle Specific Equipment
All	2000-2014	Not Applicable
<p>Condition: Customer states that the engine returns to idle speed of approximately 1,400 RPM although the accelerator is depressed, and/or the vehicle hesitates (lacks power on take-off). Diagnostic Trouble Codes (DTCs) are not stored.</p> <p>Production Solution: Not applicable.</p>		

91 MMI3G: iPod or USB unit not recognized or charged (2021037/7)

Model(s)	Year	Vehicle Specific Equipment
Q5	2009-2015	MMI 3G/3G+
A5, S5, A4, A5/S5 Cabriolet, A6, Q7	2010-2015	MMI 3G/3G+
A8	2011-2015	MMI 3G+
A7	2012-2015	MMI 3G+

Condition: The iPod or the USB memory stick is not recognized, or the iPod is not charged when either unit is connected to the Audi Music Interface (AMI).

Production Solution: Not applicable.

01 MIL on (DTC P2006(00) or P2007(00) stored in ECM) (2033919/3)

Model(s)	Year	Vehicle Specific Equipment
A6, A7, S4, S5, S5 Cab, Q7, Q5	2013	3.0 FSI Engine

Condition: MIL on. One or both of two DTCs is stored in the engine control module. There may be slight power reduction at high RPMs.

Production Solution: Updated vacuum actuator.

87 Moisture in driver or front passenger footwell (2024644/7)

Model(s)	Year	Vehicle Specific Equipment
A5	2008-2013	Not Applicable
A4, Q5	2009-2013	Not Applicable
A5 Cabriolet	2010-2013	Not Applicable
A8	2011-2013	Not Applicable
A6, A7	2012-2013	Not Applicable

Condition: Moisture in the driver or front passenger footwell.

Production Solution: Improved condensation drain hoses and improved installation process in production.

70 Hook for trunk lining handle out of position (2018538/7)		
Model(s)	Year	Vehicle Specific Equipment
A4 (8E)	2002–2008	Not Applicable
Cabriolet	2003–2009	Not Applicable
A8 (D3)	2003–2010	Not Applicable
A6	2005–2011	Not Applicable
Q7	2007–2013	Not Applicable
A5	2008–2014	Not Applicable
A4 (8K)	2009–2014	Not Applicable
A8 (D4)	2010–2014	Not Applicable
Condition: The hook on the trunk lining handle is moved out of position. Production Solution: Not applicable.		

Pending Service Solutions

No new pending service solutions this week.

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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