

Technical Service Bulletin



68E3 UPDATE – Comfort System Central Control Module Software Update (NVLW)

July 9, 2013

Model(s)	Year	Affected Vehicles	Vehicle-Specific Equipment
A6	2012 – 2013	See Campaign/Action screen in ElsaWeb	PR Code: 3Y2, 3Y5, 3Y8
A8	2011 - 2014		

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

On Audi A6 and A8 vehicles equipped with an electric sun blind for the rear window (3Y2, 3Y5, 3Y8), the blind may stop functioning if it is fully extended several times in quick succession.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 68E3 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

On Audi A6 and A8 vehicles equipped with an electric sun blind for the rear window (3Y2, 3Y5, 3Y8), the blind may stop functioning if it is fully extended several times in quick succession.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Using Audi Flashing, update the comfort system central control module, J393 (Address word 46), using the SVM action code **68E3A001**.

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Warranty

Update Time Requirements/ Reimbursement	To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 68E3 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
<p>68E3 Saga Claim Entry Procedure Check ElsaWeb to determine whether Update 68E3 is open.</p> <p>Service No.: 68E3 Damage Code: 0099 Parts Manufacturer - Removed part: 002 Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90</p> <p>Saga Accounting Instructions</p>			
Criteria ID	Repair operation	Labor Operation Number	TU
4G or 4H	Connect battery charger and vehicle diagnostic tester and perform software update with SVM	5789 25 99	40
<p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p>If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.</p> <p><i>If the customer agrees to pay for the repair:</i> Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.</p> <p><i>If the customer does not agree to pay for the repair:</i> Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.</p>			

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ElsaWeb Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Update Verification** For verification, *always* check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Input** For questions regarding claim input, contact the Warranty Helpline.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Additional Information

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