



# Technical Service Bulletin

## 48K8 UPDATE – Power Steering Control Unit Software (NVLW)

August 22, 2013

Model(s)	Year	Affected Vehicles	Vehicle-Specific Equipment
A4, A5, A5 Cab, Q5, A6, A7	2012 - 2014	See Campaign/Action screen in ElsaWeb	None

## Condition

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

When making minor steering movements while driving in a straight line in Audi vehicles with electromechanical power steering manufactured within a specific period, the customer may occasionally perceive slight irregularities with the assistance provided by the power steering. This phenomenon mainly occurs when the temperature is around the freezing point. This is a comfort-related issue; therefore no warning symbol lights up.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 48K8 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

When making minor steering movements while driving in a straight line in Audi vehicles with electromechanical power steering manufactured within a specific period, the customer may occasionally perceive slight irregularities with the assistance provided by the power steering. This phenomenon mainly occurs when the temperature is around the freezing point. This is a comfort-related issue; therefore no warning symbol lights up.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Using Flashing Mode, update the power steering control module, J500 (44), using the SVM action code **48K8A002**.
3. If the TPMS light is on ensure the tires are inflated to the proper level and store the tire pressures.

### Note:

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

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## Warranty

<b>Update Time Requirements/ Reimbursement</b>	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 <b>48K8</b> code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
<p><b>48K8 Saga Claim Entry Procedure</b></p> <p>Check ElsaWeb to determine whether Update <b>48K8</b> is open.</p> <p><b>Service No.: 48K8</b></p> <p><b>Damage Code:</b> 0099</p> <p><b>Parts Manufacturer - Removed part:</b> 002</p> <p><b>Claim Type</b></p> <p>Sold vehicle = 7 10</p> <p>Unsold vehicle = 7 90</p> <p><b>Saga Accounting Instructions</b></p>			
<b>Criteria ID</b>	<b>Repair operation</b>	<b>Labor Operation Number</b>	<b>TU</b>
44	Connect vehicle diagnostic tester and perform software update	4840 2599	40
<p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p><b>If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.</b></p> <p><i>If the customer agrees to pay for the repair:</i></p> <p>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.