

Technical Service Bulletin



96C8 UPDATE – Lane Change Assist Control Module (NVLW)

April 02, 2013

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2013	102800	None
A5	2013	016156	None
A6	2013	032932 – 046403	None
A8	2013	005731 – 006942	None

Condition

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

On Audi vehicles with lane change assist manufactured within a specific period, the lane change assist control unit may fail in individual cases after a period of time.

The Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 96C8 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicles must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted timeframe stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Service

Criteria 01 or 02 or 03: Replacing lane change assist control unit, J769 (Master)

- Refer to *Repair Manual* >> *Electrical System* >> *96 Interior Lights, Switches* >> *Removal and Installation* >> *Lane Change Assistance* >> *Lane Change Assistance Control Module*

Criteria 04: Replacing lane change assist control unit, J770 (Slave)

- Refer to *Repair Manual* >> *Electrical System* >> *96 Interior Lights, Switches* >> *Removal and Installation* >> *Lane Change Assistance* >> *Lane Change Assistance Control Module*

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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 96C8 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
96C8 Saga Claim Entry Procedure Check ElsaWeb to determine whether Update 96C8 is open. Service No.: 96C8 Damage Code: 0099 Parts Manufacturer - Removed part: 002 Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90 Saga Accounting Instructions			
		Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.	
Criteria ID	Repair operation	Labor Operation Number	TU
8K and 01 or 8T and 01	Replace lane change assist control unit and perform calibration	9635 5599	160 TU
-OR-			
4G and 02	Replace lane change assist control unit and perform calibration	9635 5699	180 TU

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-OR-			
4H and 03 Or 4H and 04	Replace lane change assist control unit and perform calibration	9635 5799	200 TU
Criteria ID	Part Number	Part Description	Quantity
8K and 01 or 8T and 01	8T0907566A	Lane change assist control unit, Master	1
4G and 02	4G0907566D	Lane change assist control unit, Master	1
4H and 03	4H0907566A	Lane change assist control unit, Master	1
4H and 04	4H0907568A	Lane change assist control unit, Slave	1
<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></p> <p>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></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.

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Required Parts and Tools

Criteria	Part Number	Part Description	Quantity
8K and 01 or 8T and 01	8T0907566A	Lane change assist control unit, Master	1
4G and 02	4G0907566D	Lane change assist control unit, Master	1
4H and 03	4H0907566A	Lane change assist control unit, Master	1
4H and 04	4H0907568A	Lane change assist control unit, Slave	1

- Parts will not be allocated for this Update. Please email vwoaspecialservices@vw.com with valid VIN to obtain parts.
- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.

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.

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