

Technical Service Bulletin



37H4 UPDATE – Selector Lever Software Update (NVLW)

March 19, 2013

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi A8	2011 - 2013	BN000608 – DN014235	Not Applicable

Condition

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

On Audi A8 vehicles manufactured within a specific period, the system diagnosis may detect a sporadic implausible condition of the selector lever sensors when the ignition is switched on. As a result, the gearbox warning lamp lights up and it is no longer possible to engage a gear.

The Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 37H4 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.

Technical Background

On Audi A8 vehicles manufactured within a specific period the system diagnosis may detect a sporadic implausible condition of the selector lever sensors when the ignition is switched on. As a result, the gearbox warning lamp lights up and it is no longer possible to engage a gear.

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Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732, *00 Software Version Management (SVM), operating instructions*.
2. Update the selector lever sensor system control module, J587(81), using the SVM action code as listed in the table below.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version (or higher)	SVM Action Code
A8	4H1927731	0082	4H1927731	0083	37H4A001
	4H1927731A		4H1927731A		
	4H2927731		4H2927731		
	4H2927731A		4H2927731A		
	4H1927731C		4H1927731C		
	4H2927731C		4H2927731C		

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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 37H4 code in the ElsaWeb Campaign/Action Information screen on the day of repair.										
<p>37H4 Saga Claim Entry Procedure</p> <p>Check ElsaWeb to determine whether Update 37H4 is open.</p> <p>Service No.: 37H4 Damage Code: 0099 Parts Manufacturer - Removed part: 002 Claim Type Unsold vehicle = 7 90 Sold vehicle = 7 10</p> <p>Saga Accounting Instructions</p> <table border="1" data-bbox="142 1100 1484 1283"> <thead> <tr> <th data-bbox="142 1100 480 1157">Criteria ID</th> <th data-bbox="480 1100 907 1157">Repair operation</th> <th data-bbox="907 1100 1333 1157">Labor Operation Number</th> <th data-bbox="1333 1100 1484 1157">TU</th> </tr> </thead> <tbody> <tr> <td data-bbox="142 1157 480 1283">81</td> <td data-bbox="480 1157 907 1283">Connect battery charger and vehicle diagnostic tester, perform software update with SVM</td> <td data-bbox="907 1157 1333 1283">3785 25 99</td> <td data-bbox="1333 1157 1484 1283">35 TU</td> </tr> </tbody> </table>				Criteria ID	Repair operation	Labor Operation Number	TU	81	Connect battery charger and vehicle diagnostic tester, perform software update with SVM	3785 25 99	35 TU
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<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 <i>additional required work can be done simultaneously</i> .
Update Verification	For verification, <i>always</i> check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the <i>only</i> binding inquiry and verification system; other systems are not valid and <i>may result in non-payment</i> 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

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

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

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