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Truth in Engineering 

Audi Elsa Newsletter

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ODIS Service License Request Reminder

Avoid unnecessary delays during ODIS Service license request and downloads by remembering to paste the device **hardware key** into **BOTH** the **hardware key** AND **computer designation** entry fields in eShop.

License requests with the computer designation field containing characters other than the hardware key are denied. The same applies to computer designation fields that are left empty.

Tip: Before proceeding with the request, ensure that both entry fields contain the

device hardware key as illustrated below:

Example:

Products			
Order no.	Product	Hardware key / computer designation	Action
00001-USA-en	Offboard Diagnostic Information System Service	1.1	
00001AU-USA-en	Audi Brand	2.1	
		7e1848fb705baa0ba5dbb7f24154c7ee.Panar	
		7e1848fb705baa0ba5dbb7f24154c7ee.Panar	

For detailed instructions on the ODIS Service license request and download process, always refer to **Service Information – ODIS Service** document title: [ODIS Service Installation Phase 1 – Preparation & License Request Instructions \(eShop\)](#)

Please forward this information to any colleagues that are tasked with ordering ODIS Service licenses that may not otherwise receive this newsletter.

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ElsaPro Tip: "Notes"

After you have entered a VIN or selected an existing Job in ElsaPro, a dialog box pops-up showing what additional information is available for that vehicle. This may include "Notes":



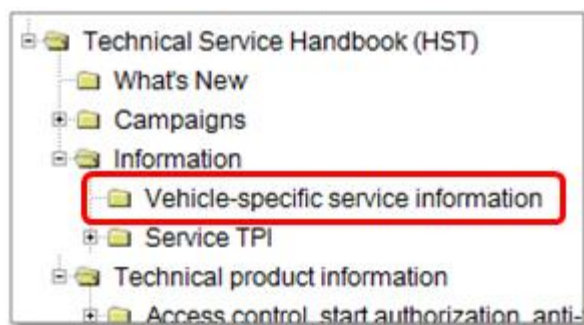
This means that there are Repair Authorizations (RA) and/or Pending Service Solutions (PSS) available for this vehicle.

The RA/PSS information can be accessed from two locations:

1. On the Systems menu, click "Notes". A pop-up will display with a list of relevant documents:



2. In the Technical Service Handbook (HST) infomedia  Technical Service Handbook (HST) under Information > Vehicle-specific service information:



Important Note:

We are currently having issues with the displayed list of documents when selecting "Notes" from the Systems menu (location 1, above).

The list may include erroneous items or broken links.

Our IT team is aware and working to resolve the issue, but we have no timeline yet. Updates will be included in future newsletters.

In the mean time we encourage everyone to **use the "Vehicle-specific service information" location (location 2, above) to access RA/PSS information.**

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Technical Bulletins

90 Instrument cluster, driver information system (DIS) display is blank with white (2029781/3)		
Model(s)	Year	Vehicle Specific Equipment
A4, Q5	2011–2013	Highline Cluster
A5, A5 Cabriolet	2011–2012	Highline Cluster
Condition: The driver information system (DIS) display screen is completely blank or appears to be all white.		

- The condition is intermittent and the DIS can function normally when the key is cycled off and back on.
- This condition only affects vehicles with the highline instrument cluster (PR No. 9Q7 or 9Q8).

Production Solution: Optimized software was placed into production starting February 2012.

- Service parts for model year 2011 vehicles with Hitachi screen have improved software version 0261.
- Service parts and model year 2012 and 2013 production vehicles will have improved software 0540 or 0640.

96 Lane Change Assistant sporadically inoperative (2034000/4)

Model(s)	Year	Vehicle Specific Equipment
A6, A7	2012–2013	Audi side assist
A8	2011–2014	Audi side assist

Condition: Audi side assist deactivates or is sporadically inoperative.
Production Solution: Revised software.

97 Replacement fuse panel SA/SB has no power distribution bar (SA panel) (2037079/1)

Model(s)	Year	Vehicle Specific Equipment
A3	2009	Not Applicable

Condition: The replacement service part for the SA/SB fuse panel (located under the hood inside the engine bay) does not have the metal SA power distribution bar or “current rail”.

Production Solution: Not applicable.

27 Low battery charge: Diagnosis tips and TAC instructions (2025360/3)

Model(s)	Year	Vehicle Specific Equipment
A4, Q5	2009–2014	Battery Manager
A5	2008–2014	Battery Manager
A5 Cabriolet	2010–2014	Battery Manager

A6	2005-2014	Battery Manager
A7	2012-2014	Battery Manager
A8	2004-2014	Battery Manager
Q7	2007-2014	Battery Manager
Condition: Customer may report that the vehicle does not start due to a discharged battery. Production Solution: Not applicable.		

91 MMI3G+ Navigation GPS Location is inaccurate (MY13 only) (2036607/1)		
Model(s)	Year	Vehicle Specific Equipment
A4, A5, A5 Cabriolet, Q5, Q7, A6, A7, A8	2013	MMI3G+ with Navigation
Condition: The GPS location or vehicle direction indicated on the navigation map does not match the actual vehicle's location or actual direction of travel. Production Solution: Implemented production solutions: • Software change to ZUG K0715 improves GPS receiver firmware. • Hardware change in MY14 improves GPS receiver clock hardware. Pending production solution: • Hardware change in MY15 to remove the HVAC blower effect on the GPS satellite reception. This change has not been implemented in production nor has it been implemented in any service parts.		

70 Noises from doors when playing music tuned with heavy bass (2037104/1)		
Model(s)	Year	Vehicle Specific Equipment
Q7	2011-2014	Not Applicable
Condition: Squeak and rattle noises can be heard in the front doors when music tuned with heavy bass is being played. Production Solution: The insulation mat of each front door panel is now installed to cover the foam isolation blocks so that it sits between the		

blocks and the door structure.

**37 Transmission warning message in cluster (P074100 stored in TCM)
(2028985/11)**

Model(s)	Year	Vehicle Specific Equipment
A4, A5, A5 Cabriolet, Q5	2011-2014	OBK transmission
Allroad	2013-2014	OBK transmission
A6, A7	2012-2014	OBK transmission
A8	2011-2013	OBK transmission

Condition:

- Transmission warning may appear in instrument cluster.
- After ignition cycle, the warning message is no longer present.
- DTC P074100 (Torque Converter Clutch Circuit Performance) or “Stuck Off” is stored in transmission control module (TCM), J217 (address word 03).

Production Solution: New software in the TCM addresses the condition.

**35 Drivability concerns, S tronic transmission (DTC P1724)
(2027363/3)**

Model(s)	Year	Vehicle Specific Equipment
S4, S4 Cabriolet	2010-2011	OB5 Transmission

Condition: One or multiple transmission-related concerns may be present, including:

- Harsh downshifting of multiple gears: 7-5, 4-3, 2-1. This may happen during just one of these shifts.
- A bump is felt after vehicle comes to a stop (2-1 downshift).
- Fluctuating engine speed after 5-4 shift with accelerator at 80-100% accelerator pedal position (kick-down).
- The driver information system displays the message "Gearbox complaint! Journey can be continued." After a key cycle the complaint is fixed. The vehicle was parked in gear lever position N and the ignition switched off.

DTC P1724 (signal for immobilizer. short circuit to around) is loaded in

the transmission control module, J217 (address word 02).

Production Solution: Incorrect transmission software.

37 Gear lever problems; ignition key cannot be removed or vehicle will not lock (DTC 00230) (2028472/2)

Model(s)	Year	Vehicle Specific Equipment
A4, Q5, Q7	2009-2012	Automatic Transmission
A4 Cabriolet	2009	Automatic Transmission
A5	2008-2012	Automatic Transmission
A5 Cabriolet	2010-2012	Automatic Transmission

Condition:

- The ignition key cannot be removed even though the gear shifter is in Park (P).
- The vehicle is mechanically in the Park position, but this is not recognized electronically.
 - The gear shifter cannot be moved from the Park position.
- On vehicles with Audi advanced key, the vehicle cannot be locked by remote control after the engine has been switched off.
- The following DTC may be sporadically stored in the vehicle authorization system control module, J393 (address word 05):
 - DTC 00230: Transmission park selector switch-F305 - short circuit to ground

Production Solution: Optimized selector lever.

00 Technician preparation when calling the Audi Technical Assistance Center (2002047/7)

Model(s)	Year	Vehicle Specific Equipment
All	All	Not Applicable

Condition: Not applicable.

Production Solution: Not applicable.

37 Jerky accelerator response in reverse gear (2037127/1)

Model(s)	Year	Vehicle Specific Equipment
A4, A5 Cabriolet, A6	2012-2014	OAW Transmission

Condition: A jerky accelerator response is felt when the vehicle is pulled away from a stop in reverse.

Production Solution: New software in the transmission control module (TCM), J217 (address word 02) addressed the condition.

57 Remote key memory not active (2031413/2)

Model(s)	Year	Vehicle Specific Equipment
A6	2005–2011	Not Applicable
Q7	2007–2015	Not Applicable

Condition: The seat memory does not work. The MMI displays a message that the memory function is not active.
Production Solution: Not applicable.

64 Replaced door control unit cannot be coded (2029714/3)

Model(s)	Year	Vehicle Specific Equipment
A3	2015–2016	Not Applicable
A5, S5, RS 5	2008–2016	Not Applicable
A6, S6, A7, S7	2011–2016	Not Applicable

Condition: After one or both of the front door control units (J386/J387) is replaced, one or both of the rear door control units (J3888/J389) cannot be coded or parameterized via an SVM specified vs. actual comparison (spec/actual).
Production Solution: Not applicable.

91 Navigation plus (RNS-E) poor AM reception (2037125/1)

Model(s)	Year	Vehicle Specific Equipment
TT	2014	Radio Navigation (RNS-E)

Condition: Poor AM radio reception, including:

- Radio static heard on local AM stations.
- AM stations missing from the station list.
 - AM signal sporadically drops.

Production Solution: Optimized hardware for the aerial amplifier was implemented into series production.

Pending Service Solutions

PSS 91 MMI 3G+ GPS location is inaccurate (MY14 & MY13) (2035919/2)		
Model(s)	Year	Vehicle Specific Equipment
A4, A5/A5 Cab, A6, A7, Q5	2013-2014	MMI 3G+
Condition: • No DTCs related to the GPS antenna or MMI system are present. • The issue occurs in open sky, with no large buildings obstructing the sky view. • When the issue occurs, the GPS navigation system satellite reception shows 0 satellites (due to the infrequency of the issue, this might not be verifiable). • The issue is intermittent, but it can occur for long periods of time during a single day. • The issue typically happens on very warm days when the HVAC system blower is at a medium to high setting (auto or manual), with air being directed out of the panel vents. Production Solution: Not applicable.		

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Campaigns

No new campaigns this week.

Updates

No new updates this week.

Suggestions

Please send comments or suggestions to: aoa.workshopinformation@audi.com

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