

Technical Service Bulletin



96 Lane Change Assistant sporadically inoperative

96 14 83 2034000/4 April 29, 2014. Supersedes Technical Service Bulletin Group 96 number 13-78 dated October 31, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012-2012	All	Audi side assist
A6, A7	2013	000001 - 139171	Audi side assist
A8	2011-2012	All	Audi side assist
A8	2013	000001 - 031491	Audi side assist
A8 TDI	2014	000001 - 001700	Audi side assist

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (added VIN breaks; added DTC) Revised title Revised entire bulletin for clarity
3	10/31/2013	Revised header data (Added the rest of MY13)
2	9/11/2013	Revised <i>Service</i> (Added software levels)
1	5/29/2013	Initial publication

Customer complaint:

- Audi side assist deactivates or is sporadically inoperative.
- Message "Side Assist Unavailable" is displayed in the driver information system display when the system deactivates.

Workshop Findings:

- Audi side assist deactivates or is sporadically inoperative.
- One or both of the following DTCs is stored in the Lane change assistance control module, J769 (address word 3C):
 - **DTC 02853** (Lane Change Assistance Warning Lamp -K233- Short circuit to ground)
 - **DTC 02854** (Lane Change Assistance Warning Lamp -K234- Short circuit to ground)

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- **DTC 02853** (Lane Change Assistance Warning Lamp -K233- Open/Short Circuit to B+)
- **DTC 02854** (Lane Change Assistance Warning Lamp -K234- Open/Short Circuit to B+)

Technical Background

A software issue within J769 causes a diagnostic fault, which deactivates the Audi side assist temporarily.

Production Solution

Revised software.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Update the lane change assistance control module, J769 (address word 3C), using the SVM action code as listed in the table below if necessary.

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Action Code
A6/A7	4G0907566C	N/A	4G0907566C	0050	3CA011
	4G0907566D	N/A	4G0907566D	0060	
	4G0907566E	N/A	4G0907566E	0040	
	4G0907566H	N/A	4G0907566H	0040	
	4G0907566J	N/A	4G0907566J	0060	
	4G0907566K	N/A	4G0907566K	0020	
A8	4H0907566	N/A	4H0907566	0110	
	4H0907566A	N/A	4H0907566A	0050	

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9635		
Damage Code:	0039		
Labor Operations:	Update software of J769	9635 2599	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2034000/4		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

Additional Information

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

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

All parts and service references provided in this TSB (2034000) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.