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Audi  
Truth in Engineering 

# Audi Elsa Newsletter

Edition 117: December 22, 2014

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## Technical Service Bulletin Videos

Audi Product Quality is pleased to announce a new innovation in technical service bulletins: portable, easy-to-access videos. These videos will support technical service bulletins by providing visual instructions for a variety of topics. Best of all, the videos can be accessed on any device with internet access, including smartphones and tablets.

### Innovation

- Videos are a fast and easy way to learn difficult processes before trying them on a customer vehicle.
- Because the videos can be viewed on multiple platforms, it will be easy to bring the video to the vehicle while performing the repair!



### Easy Access

Viewing technical service bulletins is easy. First, open the bulletin in ElsaPro. Then:

#### **On a smartphone or tablet:**

- Use a QR code reader\* to scan the QR code that is included in the bulletin. The optimized video will play automatically.



#### **On a computer:**

- Copy the link that is included in the bulletin, then paste it into the computer's internet browser. The optimized video will play automatically.



\*QR code reader can be downloaded from your device's app store. See TSB 2039206:  
Viewing TSB videos for detailed instructions.



## Technical Bulletins

### 90 Dash insert, air conditioning control panel or inside light flickers (2021151/5)

Model(s)	Year	Vehicle Specific Equipment
All	2006-2015	190 A Hitachi Generator

#### Condition:

- The customer may report flickering of the dash insert lighting, of the A/C control panel lighting, or of the inside light. The condition occurs when the accelerator is pressed while the vehicle is in P or N, or when the vehicle is shifted down when moving downhill.
  - Only vehicles with PR number 8GH may be affected.

**Production Solution:** No change. This characteristic is caused by the alternator design and is a normal condition of the vehicle.

**44 Steering wheel shimmy, vibration, and/or oscillation  
(2022563/11)**

Model(s)	Year	Vehicle Specific Equipment
All	2008-2016	Not applicable

**Condition:**

- Customer feels vibration in the seat, vehicle floor, footwell, pedals, or steering wheel. This condition does not lead to any handling concerns or loss of vehicle control.
- Customer feels the vibration while driving at highway speeds from 55 – 80 mph (88 – 128 km/h).

**Production Solution:** Not Applicable

**94 High beam inoperative (2036670/2)**

Model(s)	Year	Vehicle Specific Equipment
Q5	2013-2016	Not Applicable

**Condition:**

- The high beam is inoperative on one side of the vehicle. The low beams operate correctly.
  - A warning may appear in the instrument cluster.
- The following DTCs may be present in the central electrics control module, J519 (address word 09):
  - DTC 003206 (Activation of Right Low Beam Reflector - electrical malfunction in circuit)
  - DTC 003205 (Activation of Left Low Beam Reflector - electrical malfunction in circuit)

**Production Solution:** Not Applicable

### 00 Viewing TSB videos (2039206/1)

Model(s)	Year	Vehicle Specific Equipment
All	2000–2016	Not Applicable

**Condition:**

- High quality media files (video and sound) are now integrated into technical service bulletins on a case-by-case basis.
- Media files can now be viewed on any smartphone or tablet.

**Production Solution:** Not applicable.

### 42 Rattle noise from rear suspension (2038689/1)

Model(s)	Year	Vehicle Specific Equipment
A4, A5, A5 Cabriolet, A6, A7	2014–2016	Not Applicable

**Condition:** Clunking or rattling noises are heard from rear suspension area when vehicle is driven over bumps.

**Production Solution:** A bump stop installation tool (SET900) was developed to aid with the installation of rear bump stops on B8 and C7 vehicles during PDI (Figure 1). This tool provides the necessary leverage to seat the rear bump stop in the shock absorber mounting.




Figure 1: The SET900 bump stop installation tool.

**Tip:** One SET900 tool was sent to all Audi dealers in November 2014. Additional tools can be purchased through the Audi Special Tools and Equipment Program.

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## Pending Service Solutions

No new Pending Service Solutions this week.

## Campaigns

No new campaigns this week.

## Updates

No new updates this week.

## Suggestions

Please send comments or suggestions to: [aoa.workshopinformation@audi.com](mailto:aoa.workshopinformation@audi.com)

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