

# Technical Service Bulletin



## 91L3 UPDATE – Radio Coding Update (NVLW)

January 7, 2014

| Model(s)      | Year | Affected Vehicles                  | Vehicle-Specific Equipment |
|---------------|------|------------------------------------|----------------------------|
| allroad<br>Q5 | 2013 | See Campaign/Action screen in Elsa | None                       |

## Condition

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

On Audi vehicles with Concert sound system (PR-8UQ) and active loudspeakers (PR-9VD) manufactured within a specific period, the sound signal may be switched to mute until the next time the ignition is switched off and on again. This will occur when there is a DTC stored in the amplifier (digital sound system control module, J525 (address word 47)).

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 91L3 code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Technical Background

On Audi vehicles with Concert sound system (PR-8UQ) and active loudspeakers (PR-9VD) manufactured within a specific period, the audio may be muted from all sources (radio, Bluetooth, media, etc.) until the next time the ignition is switched off and on again. This will occur when there is DTC stored in the amplifier (digital sound system control module, J525 (address word 47)).

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Start a new session.
3. In ODIS, using Flash -> SVM – Code input, perform SVM code **91L3A001** to calculate new gateway coding, set parameters and create new installation list for gateway (Data bus on board diagnostic interface, J533 (address word 19)).
4. Once SVM is successful, do not run the code again because same steps will be repeated. The SVM code is setup to provide same update suggestions, regardless if it has been run in the past.



#### Note:

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

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## Warranty

| <b>Update Time Requirements/ Reimbursement</b>   | 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 <b>91L3</b> code in the Elsa Campaign/Action Information screen on the day of repair. |                        |  |             |                  |                        |    |    |                         |           |    |  |           |  |
|--|--|------------------------|--|-------------|------------------|------------------------|----|----|-------------------------|-----------|----|--|-----------|--|
| <p><b>91L3 Saga Claim Entry Procedure</b><br/>                 Check Elsa to determine whether Update <b>91L3</b> is open.</p> <p><b>Service No.: 91L3</b><br/> <b>Damage Code:</b> 0099<br/> <b>Parts Manufacturer -</b> Removed part: 002<br/> <b>Claim Type</b><br/>                 Sold vehicle = 7 10<br/>                 Unsold vehicle = 7 90</p> <p><b>Saga Accounting Instructions</b></p> <table border="1" data-bbox="142 1102 1489 1375"> <thead> <tr> <th data-bbox="142 1102 251 1186">Criteria ID</th> <th data-bbox="251 1102 1015 1186">Repair operation</th> <th data-bbox="1015 1102 1242 1186">Labor Operation Number</th> <th data-bbox="1242 1102 1489 1186">TU</th> </tr> </thead> <tbody> <tr> <td data-bbox="142 1186 251 1249" rowspan="2">19</td> <td data-bbox="251 1186 1015 1249">Connect battery charger</td> <td data-bbox="1015 1186 1242 1249">2706 8950</td> <td data-bbox="1242 1186 1489 1249">10</td> </tr> <tr> <td data-bbox="251 1249 1015 1375">Connect vehicle diagnostic tester, code J533</td> <td data-bbox="1015 1249 1242 1375">9144 2599</td> <td data-bbox="1242 1249 1489 1375">Time stated on diagnostic protocol (Max 30 TU)</td> </tr> </tbody> </table> |  |                        |  | Criteria ID | Repair operation | Labor Operation Number | TU | 19 | Connect battery charger | 2706 8950 | 10 | Connect vehicle diagnostic tester, code J533 | 9144 2599 | Time stated on diagnostic protocol (Max 30 TU) |
| Criteria ID  | Repair operation   | Labor Operation Number | TU   |             |                  |                        |    |    |                         |           |    |  |           |  |
| 19   | Connect battery charger  | 2706 8950              | 10   |             |                  |                        |    |    |                         |           |    |  |           |  |
|  | Connect vehicle diagnostic tester, code J533   | 9144 2599              | Time stated on diagnostic protocol (Max 30 TU) |             |                  |                        |    |    |                         |           |    |  |           |  |
| <p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p><b><u>If the vehicle is outside of the specified warranty period OR if customer refused repairs.</u></b><br/> <b><u>U.S. dealers:</u></b> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.<br/> <b><u>Canadian dealers:</u></b> Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.</p>  |  |                        |  |             |                  |                        |    |    |                         |           |    |  |           |  |

**Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously.*



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|---------------------------------------|---|
| <b>Update Verification</b>            | For verification, <i>always</i> check the Elsa Campaign/Action Information screen. The Elsa 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. |
| <b>Help for Claim Input</b>           | For questions regarding claim input, contact the Warranty Helpline.   |
| <b>Required Customer Notification</b> | 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

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.