

Technical Service Bulletin



3719 UPDATE – ECM/TCM Software Update (FED_EMS)

September 23, 2014

| Model(s) | Year | Affected Vehicles | Vehicle-Specific Equipment |
|----------|------|------------------------------------|----------------------------|
| A8 | 2015 | See Campaign/Action screen in Elsa | 4.0L Engine |

Condition

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

On Audi A8 vehicles with 4.0 ltr engines the shifting operation of the gearbox may feel uncomfortable or a slight engine hesitation may be felt

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 3719 code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the Federal Emissions 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 A8 vehicles with 4.0 ltr engines the shifting operation of the gearbox may feel uncomfortable or a slight engine hesitation may be felt.

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Using Audi Flashing, update the ECM and/or TCM, using the SVM action code as listed in the table below.

| Old Software Part Number | Old Software Version | New Software Part Number | New Software Version (or higher) | SVM Action Code |
|--------------------------|----------------------|--------------------------|-------------------------------------|-----------------|
| 4H0906014J | ALL | 4H0906014J | 0004 | 37I9A701 |
| 4H1927158CT | ALL | 4H1927158CT | 1004 | |
| 4H1927158DQ | ALL | 4H1927158DQ | 1004 | |

 **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.

Technical Service Bulletin



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 3719 code in the Elsa Campaign/Action Information screen on the day of repair. | | |
| <p>3719 Saga Claim Entry Procedure</p> <p>Check Elsa to determine whether Update 3719 is open.</p> <p>Service No.: 3719 Damage Code: 0099 Parts Manufacturer - Removed part: 002</p> <p>Claim Type Sold vehicle = 7 10 Unsold vehicle = 7 90</p> <p>Saga Accounting Instructions</p> | | | |
| Criteria ID | Repair operation | Labor Operation Number | TU |
| ALL | Connect battery charger | 2706 8950 | 10 |
| 01 only | Perform software update for engine control module | 2470 2599 | Time state on diagnostic protocol (max 40TU) |
| 02 only | Perform software update for transmission control module | 3730 2599 | Time state on diagnostic protocol (max 40TU) |
| 01 and 02 | Perform software update for engine control module and transmission control module | 3730 2699 | Time state on diagnostic protocol (max 70TU) |
| <p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p><u>If the vehicle is outside of the specified warranty period OR if customer refused repairs.</u></p> <p><u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</p> <p><u>Canadian dealers:</u> Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.</p> | | | |

Technical Service Bulletin



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|---------------------------------------|--|
| Additional Actions | Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any <i>additional required work can be done simultaneously.</i> |
| Verifying Vehicle Eligibility | To verify vehicle eligibility for this Update, <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. |
| Help for Claim Entry | For questions regarding claim entry, contact Audi Warranty. |
| 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

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.