

Audi of America, Inc.



Date: August 2, 2016
To: Audi Dealer Principal, Service Manager, and Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 91O8
Calibrate Navigation System
2017 Audi A4

Dear Audi Dealer Principal, Service Manager, Parts Manager, General Manager:

This communication is to inform you of upcoming Update 91O8.

What vehicles are affected?

There are 115 Audi vehicles affected in the U.S. by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 113

What is the issue?

The navigation system may not have been calibrated correctly on Audi A4 vehicles with navigation system manufactured within a specific period. When the navigation system is in use, the positional arrow only moves slowly and navigation cues are given late.

What does the repair procedure involve?

Perform calibration for navigation system.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about August 3, 2016.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.

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Technical Service Bulletin



9108 UPDATE – Calibrate Navigation System (NVLW)

August 3, 2016

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	See Campaign/Action screen in Elsa	With Navigation

Condition

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

The navigation system may not have been calibrated correctly on Audi A4 vehicles with navigation system manufactured within a specific period. When the navigation system is in use, the positional arrow only moves slowly and navigation cues are given late.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **9108** 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

The navigation system may not have been calibrated correctly on Audi A4 vehicles with navigation system manufactured within a specific period. When the navigation system is in use, the positional arrow only moves slowly and navigation cues are given late.

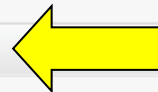
Service

i Important

The calibration values can only be reset if transport mode is deactivated.
=> Maintenance => Transport mode: deactivating
Please note that transport mode is only fully deactivated once bus sleep mode is achieved.

- Connect diagnostic tester to vehicle.
- Select OBD
- Select Self-diagnosis.
- Select “005F – Information Control Unit 1”

System	SB	Fault
003C - Lane Change Assistant		OK
▸ 0042 - Door Electronics Driver Side (UDS / ISOTP / --- / --- / --- /)		OK
0044 - Steering Assistance		OK
0046 - Central Module Comfort System		OK
▸ 0052 - Door Electronics Passenger Side (UDS / ISOTP / --- / --- / --- /)		OK
▸ 005F - Information Control Unit 1 (UDS / ISOTP / --- / --- / --- /)		OK
006C - Camera System Rear View		OK
0081 - Gear Shift Control Module		OK



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- Select "Reset navigation calibration". Then select the next button

Control modules | Results

005F - Information Control Unit 1 (UDS / ISOTP / 8W0035880A / 0692 / 051 / EV_MUHig6C3Gen2HBAS / 001) DTC memory

UDS basic settings - Basic settings selection

Name

- Start ring break diagnostic
- Resetting regional code counter
- Authorization level for protection of minors
- Preparing return documentation
- Reset to factory setting
- Source selection for update programming

Filter:

Selection

- Reset navigation calibration

005F - GES

- Press next to continue.

005F - Information Control Unit 1 (UDS / ISOTP / 8W0035880A / 0692 / 051 / EV_MUHig6C3Gen2HBAS / 001) DTC memory

UDS basic settings - Set parameters

Reset navigation calibration

Parameters	Value	Unit
[LO]_Routine Control Option	262,144	

Default parameters

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- Perform calibration resetting process.

The navigation system will be recalibrated automatically the next time the vehicle is driven. It is not necessary to perform a test drive.

Control modules Results

005F - Information Control Unit 1 (UDS / ISOTP / 8W0035880A / 0692 / 051 / EV_MUHig6C3Gen2HBAS / 001) Basic setting

UDS basic settings - Status: not active

Measured values for selected basic settings

Name	Value
[IDE04950]_Reset navigation calibration (262,144)	

Comprehensive measured values

Name	Value
[IDE04546]_Navigation calibration	
[MAS03647]_Calibration condition	complete

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Warranty

Claim Entry Instructions	
<p>After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <i>open on the day of repair</i> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> ✓ <u>U.S. dealers</u>: Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers</u>: Fax repair order to Warranty at (905) 428-4811. 	
Service Number	91O8
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark Labor as causal part
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	8W
	<p>Connect battery charger.</p> <p>Labor operation: 2706 89 50 10 T.U.</p> <p>-and-</p> <p>Connect vehicle diagnostic tester, perform calibration for navigation system.</p> <p>Labor operation: 9196 25 99 15 T.U.</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.*

Verifying Vehicle Eligibility To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

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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.