



Audi
Truth in Engineering



Technical Service Webinar
August, 2016

Technical Service Webinar

All information discussed is already published and is being discussed as diagnostic aids. Please always review the most current publications for current information.

We will not be discussing specific vehicles, please use TAC tickets for this.

We are using the webinars as a way to increase communication to dealerships and technicians. This is a result of feedback from the dealer sub council

Agenda:

- What's new
 - Oil Consumption update
 - Q7 trailer hitch installation and features
 - Bluetooth head compatibility
 - SOS button operation and testing
- TSB Tips
 - TAC Preparation
 - Update to K0942, TSB's 2030465 and 2044940
 - Start/Stop History data review
- Twin Cup
 - Program Info
 - Round 2 update
- Feedback
 - Please send email to artactivation@audi.com



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What's New
2016

Oil Consumption Limited Warranty Extension – End Date For Service Adjustment is Reception Date July 28, 2016. AWA-16-03

- The Oil Consumption Limited Warranty Extension was effective Reception Date January 28, 2015. Eligible vehicles which had not gotten a prior Service Adjustment were given 18 months from the settlement date (January 28, 2015) regardless of vehicle age or mileage, to schedule the Service Adjustment.
- To assist dealers in determining 18 months from the settlement date, the final date for the Service Adjustment is reception date July 28, 2016.
- The Service Adjustment is defined as (1) replacement of the crankcase pressure regulating valve, front crankshaft seal and front crankshaft bolt; and (2) updating the Engine Control Module (ECM) software to conform to the new part(s). This service must be consistent with Audi Technical Service Bulletin 2027731, dated Nov 02, 2011, and any version/amendment that is in effect at the time the Service Adjustment is performed.
- For questions or concerns, contact Audi Warranty: Telephone 866.677.2834 or email AudiWarranty@audi.com.

Scenarios for vehicle brought in for oil consumption testing

Vehicles within the 8 years/80,000 miles.

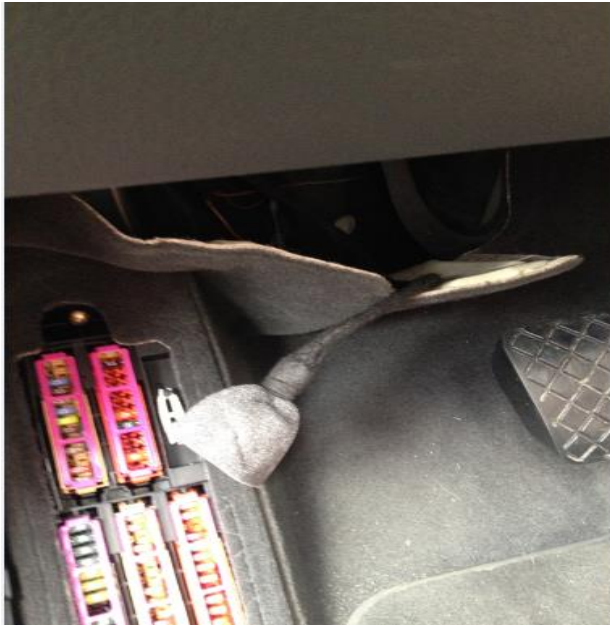
- There is no change to the coverage for vehicles within the 8 years/80,000 miles.
- Proceed as normal regardless of previous pressure reduction (part 1) in history unless the pistons and rings have previously been replaced or if there has been multiple part 2 consumption tests performed.

Vehicles outside the 8 years/80,000 miles.

- If the part 1 test was started before July 28th 2016 the vehicle still qualifies for the warranty extension.
- If the part 1 test was started after July 28th 2016 the vehicle is outside of the warranty extension. Contact your Service Manager before beginning a consumption test. Contact your AASM for coverage questions.

2017 Q7 trailer hitch installation and features

- Control unit now supports LED trailer lights
- Module is installed and coded using an activation code instead of SVM code
- Trailer brake provision is in the left front foot well behind the carpet
- See TSB 2012975 for more information on trailer brake installation



Installation instructions may be found by navigating to the following locations it ETKA

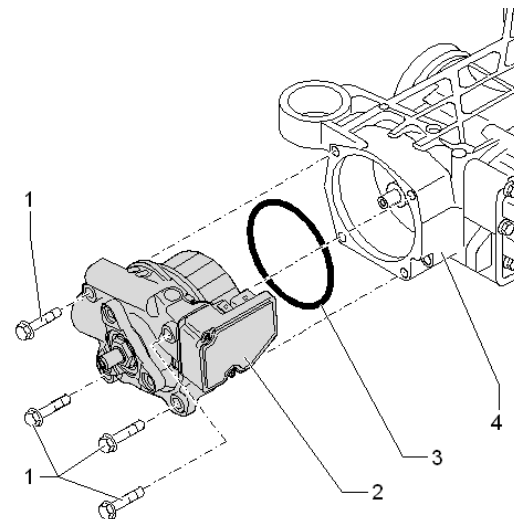
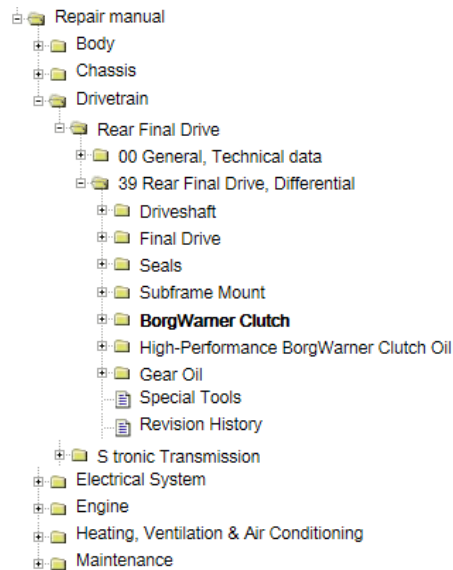
The screenshot displays the ETKA interface with the following elements:

- ETKA Parts Information** logo on the top left.
- Navigation tabs: **FI SUGGESTION ACTIVE**, **STOCK ON** (selected), **OFF**, **ORDER FORM**, and **DEPOT ORDER FORM**.
- Additional navigation buttons: **EPC**, **ACC**, **TOOLS**, **NORA**, **PL24**, and **ADDITIONAL FUNCTIONS** (dropdown menu).
- INFOLINE** search bar.
- FI SEARCH** field containing the part number **WA1LAAF77HD010298**.
- Navigation icons for various functions like print, search, and navigation.
- Breadcrumb navigation: **Audi > Q7 > 2016 > Q7 > Trailer mode > Trailer hitches > 4M0 092 115**.
- Section tabs: **PART INFORMATION** (selected), **DOCUMENTS**, and **APPLICATION**.
- PRODUCT** section:
 - Trailer towing hitch** (with a document icon)
 - Towing hitch package for NAR: towing hitch, ball mount, electrical kit**
 - Part Number: **4M0 092 115**
 - Status:
 - Product Group: **Trailer hitches**
 - Dimensions (LxWxH): **1300x500x200**
 - Net Weight: **29000**
- DOCUMENTS** table:

	DOCUMENTS	LANGUAGE
	Installation instructions	English
	Installation instructions	Spanish
	Installation instructions	French

Borg Warner Clutch

- Effectively immediately, the Haldex name has been replaced with BorgWarner.
- In ELSA, the Haldex clutch is now referred to as the BorgWarner clutch, or the All Wheel Drive Clutch, or the Differential Clutch.
- If you use Haldex as a key word search in ELSA you may not be able to find the information you are looking for, try some of the key words previously mentioned.



Bluetooth head and ODIS compatibility during updates

- Recommended diagnostic interface devices.
 - VAS5054, VAS5055 and VAS6154
 - The VAS5054 and VAS5055 must be hardwired to the scan tool prior to any update. If they are used to update a module using a Bluetooth connection, there is a high probability that the update will fail during the process.
 - It is recommended now in all future TSB's to only use VAS5055 or the VAS6154. The note is shown below that will be in all future update TSB's.



For an update we recommend to always establish the connection from the ODIS tester to the diagnosis plug via USB cable. If available, we recommend the use of the VAS 6154 or VAS 5055 to update control units, as have very good ESD shielding.

SOS system operation

- SOS testing is not recommended! The following is how to check for normal function.
 - The SOS button is illuminated green.
 - No DTC's stored related to the system.
 - During the PDI/Delivery check lists, it is only necessary to look for the green light and explain the operation to the customer.
 - Technician PDI check list
- Audi Delivery Guide
 - Verify SOS button is green and Roadside assistance button LED will remain off (if equipped)
 - Explain the SOS and Roadside assistance buttons to the customer (if equipped)
- Location services will not be active until the “Key User” is set up for the vehicle. If there is no key user, location of the vehicle will not be sent out in case of an emergency or stolen vehicle.



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TSB Tips

TSB 2002047/8

Technician preparation when calling the Audi Technical Assistance Center (TAC)

Complete these steps before calling the Technical Assistance Center at 800-388-2834:

- Attach Guided Fault Finding (GFF) to the ticket.
- Run a Spec/Actual on the vehicle if prompted by GFF.
- Exhaust dealership resources, including service information and Technical Service Bulletins. Consult with the team leader/shop foreman/service manager.
- Enter a concise customer concern into the ticket.
- Enter summary of diagnosis performed into the ticket.
- Have vehicle production date on hand.
- Have engine or transmission code (may be required in some cases) on hand.

If you are not prepared when you call the Audi Technical Assistance Center, another technician will be waiting in the call queue while you gather the necessary information.

If the steps listed above have not been completed at the time the call is placed, you will be prompted to call back when prepared.

Call from a quiet place, away from the background of shop noises but close to Elsa.

Additional tips before calling TAC

Attachments

- The file attachment size limit is 10Mb. If you try to attach a video file or audio file over 10Mb you will receive an error message and the file will not be attached.
- If you are calling for a transmission shift concern, attach a picture of the fluid sample.
- If you are calling on a noise concern, attach an audio clip or video clip of the concern.
- If you find damaged components, attach photos of the evidence.

Components already replaced or tested.

- List all components that have been replaced for the concern during this visit and previous visits.
- List the results of any tests performed. For example, if you have done compression and leak down tests, input the results into the contact. If you have performed wiring tests, input the voltage/resistance readings.
- Give any pertinent information that would be helpful in diagnosis.

TSB 2030465 91 MMI 3G+ MMI inop; various technical issues K0942 ZUG update

- 8R0906961ES MMI 3G+ Software Update (A6, A7, A8, Q3)
Two SD cards needed for A8 with RSE
SVM code 3GPUS942AU
- 8R0906961ET MMI 3G+ Software Update (A4, A5, Q5, Q7)
SVM code 3GPUS942AU3G
- Latest update for MMI 3G+ vehicles
- If the customers Audi connect account is not active, only 2G service is shown.
Audi connect services may be checked at www.myaudiconnect.com
- Google earth may not load after K0942 update on A4, A5, Q5 and Q7 models
- There is a known concern with the K0942 software update that can cause this issue. The final step of any MMI software update (ZUG update) is to document the location of where the MMI should store the customer data on the internal hard drive. The location for the Google Earth view data was incorrectly documented in this last step and created a condition where the MMI cannot store the data on the hard drive.

TSB 2044940 91 MMI3G+ Google Earth does not load after K0942 MMI software update

- Models affected: A4, A5, Q5 and Q7
- These vehicles will need to have a script file ran after the 942 software update is installed
- Download and extract the files to a blank SD card(1GB)
- Allow the MMI to fully load and navigate to the telephone menu
- Insert the SD card and allow the files to load, a green screen will confirm the script files are finished loading



Start/Stop History Data in 01 module

- The ECM has an internal log of all start/stop history data.
- Through ODIS you can read the history memory of the control modules that have an effect on the start/stop functionality. These control modules are called **active devices** for start/stop.
- The history memories in the individual active devices are designed as ring buffer. This means all malfunctions are stored in order of appearance until the memory depth (typically five malfunctions for each start requests/stop preventions) is reached. Any new malfunction overwrites the oldest one etc.
- This information can be helpful if the customer is concerned that their vehicle did not shut off at a stop or if it did not restart when they released the brake pedal. Sometimes there is a warning in the cluster that states to put the vehicle in park and manually restart the vehicle, the reason for this may be found in the start/stop data for example.
- This data also includes the Start requests (engine starts without any input by the driver), and Stop prohibitions (engine is not stopped automatically). The date and time stamps for each event are recorded as well.

Examples of history data found in a GFF Log

Date and time sorted according to start requesters:

- 2015/10/01 - 08:36Clock - Climate Control Module
Reason: Adaptation channel A/C comfort = 0
- 2015/10/02 - 09:15Clock - Climate Control Module
Reason: Adaptation channel A/C comfort = 0
- 2015/10/18 - 15:26Clock - Climate Control Module
Reason: Adaptation channel A/C comfort = 0
- 2015/10/22 - 14:06Clock - Climate Control Module
Reason: Epsilon vent flow too small or too large
- 2015/11/03 - 08:26Clock - Climate Control Module
Reason: Adaptation channel A/C comfort = 0

Date and time sorted according to stop prohibitions:

- 2015/02/12 - 21:15Clock - Data Bus On Board Diagnostic Interface
Reason: charging too low
- 2015/11/03 - 16:19Clock - Climate Control Module
Reason: Epsilon internal temperature too low or too high
- 2015/11/03 - 16:22Clock - Climate Control Module
Reason: Epsilon internal temperature too low or too high
- 2015/11/03 - 16:24Clock - Climate Control Module
Reason: Epsilon internal temperature too low or too high
- 2015/11/03 - 16:24Clock - Transmission Electronics
Reason: Gear actuator in incorrect position
- 2015/11/03 - 20:21Clock - Climate Control Module
Reason: at least one specified temperature is high or low
- 2015/11/03 - 20:24Clock - Climate Control Module
Reason: at least one specified temperature is high or low



Twin Cup Challenge

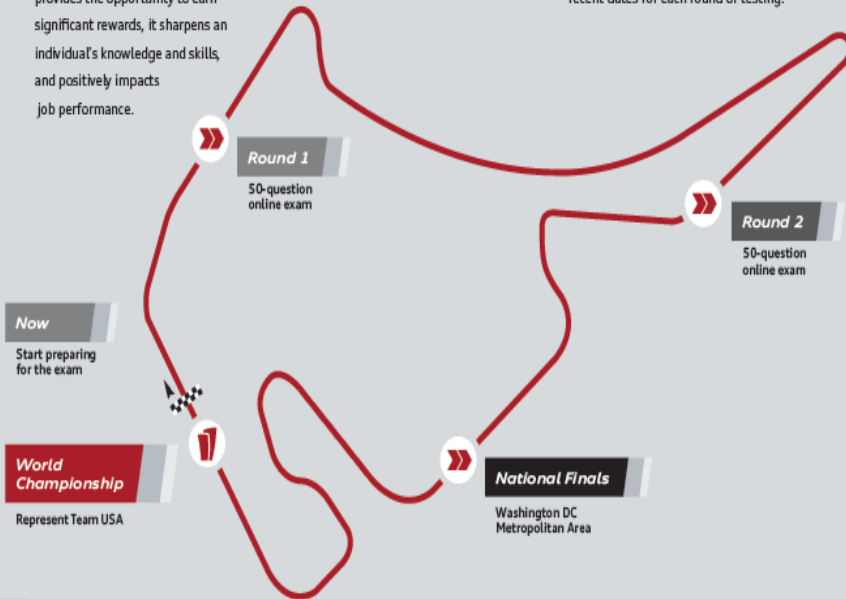


2016

The Challenge begins

The Twin Cup Challenge tests participants' knowledge of the Audi brand and his or her job role. In addition to online testing, participants must perform hands-on activities, such as installing a roof rack or selling accessories. Refer to page 5 for actions you should be taking to prepare for round 1. Competing in the Twin Cup Challenge not only provides the opportunity to earn significant rewards, it sharpens an individual's knowledge and skills, and positively impacts job performance.

Following are the testing details for the Twin Cup Challenge. Official rules can be found on the Audi Top Service Winner's Circle, accessible via iAudi. Be sure to look for upcoming emails with the most recent dates for each round of testing.



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Round 1 (Starts in July)

- ▶ Qualifier: Must be certified by fulfilling all Audi Academy requirements.
- ▶ 50-question online exam.
- ▶ Individualized tests for Service Technicians/Shop Foremen and Service Consultants.
- ▶ Two-minute time limit on each question.
- ▶ Participants may pause the exam, then resume later.
- ▶ Contestants will have 12 days to complete the exam.

The 200 top-scoring Technicians/Shop Foremen and 125 top-scoring Service Consultants will be awarded a \$50 debit card and advance to Round 2 of the competition. All participants will receive a thank you award for taking the test.

National Finals (October)

- ▶ Location: Washington, D.C., metropolitan area
- ▶ Qualifier: All CSI qualifiers must be met by the end of the appeals period for Round 2
- ▶ Hands-on proficiency testing.
- ▶ Event evaluates the entire Audi Top Service experience.
- ▶ Service Consultants
 - ▶ Customer service and product knowledge will be emphasized.
 - ▶ Simulations of customer situations will be implemented.
 - ▶ Proficiency in role-defined activities.
- ▶ Scoring based on accumulating the most points for each category.
- ▶ Technicians and Shop Foremen
 - ▶ Series of timed repair events.
 - ▶ Proficiency in performing repairs thoroughly and correctly according to proper Audi-specified repair procedures.
- ▶ Scoring based on accumulating the most points for each category.

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Round 2 (Starts in August)

- ▶ 50-question online exam.
- ▶ Higher level of difficulty.
- ▶ Contestants will receive test-prep materials by email prior to exam.
- ▶ Review of various SSPs, TSBs, web-based study programs or vehicles.
- ▶ 12 days to complete the exam.

The top 40 Service Technicians/Shop Foremen and top 20 Service Consultants will receive a \$100 debit card reward.

World Championship (2017)

- ▶ Top three Technicians/Shop Foremen and top three Service Consultants from National Finals will represent Team USA and compete in the 2017 Audi Twin Cup World Championship, hosted by Audi AG.
- ▶ The World Championship date and location will be communicated by early spring 2017.
- ▶ Participants' dealerships must pass the technical fault-finding portion of the Mystery Shop in Wave 1 or 2 in 2017
- ▶ Participants' dealerships must be at or above National Average for CSI for a period of time determined by Audi AG

Failure to achieve the qualifiers set by Audi AG may result in removal from the team. AoA reserves the right to move the next qualified participant onto Team USA.

Twin Cup

2016 Audi Twin Cup Challenge – tentative program schedule

Program Announcement – June 17, 2016

Round 1 – Complete, expected date of winner announcements on August 16th

Round 2 – August 29 – September 8

National Finals – estimating Oct. 22 – 26

This year's competition has strict CSI qualifiers however in Rounds 1 and 2 there are still opportunities to earn money rewards

Twin cup world team is participating in Portugal for the championship as well as participating in team building events in Auburn hills

For more information on the Twin Cup Challenge:

[iAudi](#) > [Service](#) > [Audi Top Service Winner's Circle](#) > [select Programs](#) > [Twin Cup Challenge](#)



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Feedback

Please send email to artactivation@audi.com