



Technical Service Bulletin

96 Audi side assist (lane change assistant) sporadically inoperative (DTC 02853, 02854)

96 16 13 2034000/5 December 19, 2016. Supersedes Technical Service Bulletin Group 96 number 14-83 dated April 29, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A6, A7	2012-2013	All	Audi side assist
A6, A7	2013	000001 - 139171	Audi side assist
A8	2011-2012	All	Audi side assist
A8	2013	000001 - 031491	Audi side assist
A8 TDI	2014	000001 - 001700	Audi side assist

Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised <i>Warranty</i> (Added time for road test after service)
4	08/29/2014	Revised header data (added VIN breaks; added DTC) Revised title Revised entire bulletin for clarity
3	10/31/2013	Revised header data (Added the rest of MY13)

Customer complaint:

- Audi side assist deactivates or is sporadically inoperative
- Message "Side Assist Unavailable" is displayed in the driver information system display when the system deactivates

Workshop Findings:

- Audi side assist deactivates or is sporadically inoperative

One or both of the following DTCs is stored in the Lane change assistance control module, J769 (address word 003C):

- **DTC 02853** (Lane Change Assistance Warning Lamp -K233- Short circuit to ground)



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- **DTC 02854** (Lane Change Assistance Warning Lamp -K234- Short circuit to ground)
- **DTC 02853** (Lane Change Assistance Warning Lamp -K233- Open/Short Circuit to B+)
- **DTC 02854** (Lane Change Assistance Warning Lamp -K234- Open/Short Circuit to B+)

Technical Background

A software issue within J769 causes a diagnostic fault, which deactivates the Audi side assist temporarily.

Production Solution

Revised software.

Service

SVM Update Instructions

1. Follow all instructions in the attached TSB, 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the lane change assistance control module, J769 (address word 003C), using the SVM action code as listed in the table below if necessary:

Model	Old Software Part Number	Old Software Version	New Software Part Number	New Software Version	SVM Action Code
A6/A7	4G0907566C	N/A	4G0907566C	0050	3CA011
	4G0907566D	N/A	4G0907566D	0060	
	4G0907566E	N/A	4G0907566E	0040	
	4G0907566H	N/A	4G0907566H	0040	
	4G0907566J	N/A	4G0907566J	0060	
	4G0907566K	N/A	4G0907566K	0020	



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A8	4H0907566	N/A	4H0907566	0110	
	4H0907566A	N/A	4H0907566A	0050	

Warranty

Claim Type:	<ul style="list-style-type: none"> • 110 up to 48 Months/50,000 Miles. • G10 for CPO Covered Vehicles – Verify Owner. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	9635		
Damage Code:	0039		
Labor Operations:	Update software of J769	9635 2599	30 TU
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	0121 0004	10 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2034000/5		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

The following Technical Service Bulletin will be necessary to complete this procedure:



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- TSB 2011732 00 *Software Version Management (SVM), operating instructions.*

All parts and service references provided in this TSB (2034000) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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