

# Technical Service Bulletin



## 91N6 UPDATE – Quality Package (NVLW)

January 15, 2016

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q7	2017	See Campaign/Action screen in Elsa	None

## Condition

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

Update Audi Q7 vehicles produced within a certain time frame to the latest levels.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **91N6** 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

Update Audi Q7 vehicles produced within a certain time frame to the latest levels.

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Using Audi Flashing, update the vehicle using the SVM action code **91N6B756**.

#### 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.

#### WARNING

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures>



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Middle right side behind WIRELESS door)



**VAS 6160/-VPC**  
(Upper left side behind SC/EX door)



## Warranty

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action *open on the day of repair* to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	91N6	
<b>Damage Code</b>	0099	
<b>Parts Vendor Code</b>	002	
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90	
<b>Causal Indicator</b>	NA	
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action	
<b>Criteria I.D.</b>	02 and/or 04*	
	Connect battery charger Labor operation: 2706 8950	10 T.U.
	-AND- Update software. Labor operation: 4316 2699	
		Time stated on diagnostic protocol (Max 35T.U.)

**\*Vehicles may have more than one criteria. Complete and claim all applicable criteria on one claim.**

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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 *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.
- 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.