

Audi of America, Inc.



Date: November 21, 2016
To: Audi Dealer Principal, Service Manager, and Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 45E3
Software Update Package
2017 Audi A4

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

This communication is to inform you of upcoming Update **45E3**.

What vehicles are affected?

There are 15,843 Audi vehicles affected in the U.S. by this Update.

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

New Vehicle Inventory: 1,500

CPO Inventory: 230

What is the issue?

On certain Audi A4 vehicles manufactured within a specific period, a software update package for the ESP control unit and instrument cluster has been prepared.

What does the repair procedure involve?

Update the ESP and/or instrument cluster with the latest software using SVM.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about November 22, 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



45E3 UPDATE – Software Update Package (NVLW)

November 22, 2016

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi A4	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:

On certain Audi A4 vehicles manufactured within a specific period, a software update package for the ESP control unit and instrument cluster has been prepared.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **45E3** 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

On certain Audi A4 vehicles manufactured within a specific period, a software update package for the ESP control unit and instrument cluster has been prepared.

Service

SVM Update Instructions

1. Place the vehicle key on the key symbol in the center console storage compartment and keep it there during the entire update process.



2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
3. Attach an appropriate battery charger to the vehicle.
4. Attach the scan tool to the vehicle using an USB cable.
5. Confirm that the scan tool is communicating with the diagnostic head by USB <Green Arrow>. If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and then reattach the USB cable to the diagnostic head and then reattach to the vehicle.



6. Using Flashing, perform the update using the SVM action code, **45E3A300**.

NOTE

This SVM code will update all required control modules automatically. The flashing process only has to be performed once.

7. After the Flashing test plan has completed upload log online.

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Criteria 01 – ESP Control Unit

The following work must be performed after the software update for the ESP control unit.

1. Check tire pressures and adjust if necessary.
2. Switch ignition off and on again.
3. Store tire pressure in MMI.

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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.

Service Number	45E3	
Damage Code	0099	
Parts Vendor Code	002	
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90	
Causal Indicator	Mark Labor as causal part	
Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action	
Criteria I.D.	01 or 02 (Claim only once)	
	Connect battery charger.	
	Labor operation: 2706 8950	10 T.U.
--AND--		
Criteria I.D.	01	
	Connect vehicle diagnostic tester, perform software update for ESP control unit.	
	Labor operation: 4562 2599	Time state on diagnostic protocol (max 45TU)
	-and-	
	Check tire pressures and store in MMI.	
	Labor operation: 4440 0699	6 TU
--AND/OR--		

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Criteria I.D.	02
	<p>Connect vehicle diagnostic tester, perform software update for instrument cluster.</p> <p>(PR number 9S7) Labor operation: 9025 2599 Time state on diagnostic protocol (max 75TU)</p> <p>-OR-</p> <p>(PR number 9S5) Labor operation: 9025 2699 Time state on diagnostic protocol (max 45TU)</p>

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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.