

# Technical Service Bulletin



## 24CH UPDATE – ECM Software Update (FED\_EMS)

May 25, 2016

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2015 – 2016	See Campaign/Action screen in Elsa	W12 Engine

## Condition

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

On Audi A8 vehicles with W12 engine manufactured within a specific period, the engine torque monitoring system may indicate a fault in cylinder deactivation mode (cylinder on demand).

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **24CH** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the Federal Emissions 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 Audi A8 vehicles with W12 engine manufactured within a specific period, the engine torque monitoring system may indicate a fault in cylinder deactivation mode (cylinder on demand).

## Service

### SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
2. Attach an appropriate battery charger to the vehicle.
3. Attach the scan tool to the vehicle using a USB cable.
4. 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.



5. Using Flashing, perform the update using the SVM action code, **24CHA192**.

#### 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)

# Technical Service Bulletin



## 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>	24CH	
<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>	Mark Labor as causal part	
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action	
<b>Criteria I.D.</b>	4H	
	Connect battery charger. Labor operation: 2706 8950	10 T.U.
	--AND--	
	Perform software update via SVM Labor operation: 2470 2599	Time state on diagnostic protocol (max 70 TU)

# Technical Service Bulletin

---



**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.