

Technical Service Bulletin



9106 UPDATE – Q7 Update Package MMI, Steering Column and Sunroof (NVLW)

August 22, 2017

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:

We have prepared an update package for Audi Q7 vehicles manufactured within a specific period.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **9106** 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

We have prepared an update package for Audi Q7 vehicles manufactured within a specific period.

Service

Criteria 01 and 02: Update MMI

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions* and TSB 2047812: *SD Creator: How to setup and use the SD Creator for obtaining vehicle software updates via the MirrorServer.*
2. Attach an appropriate battery charger to the vehicle.
3. Attach the scan tool to the vehicle using an 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.



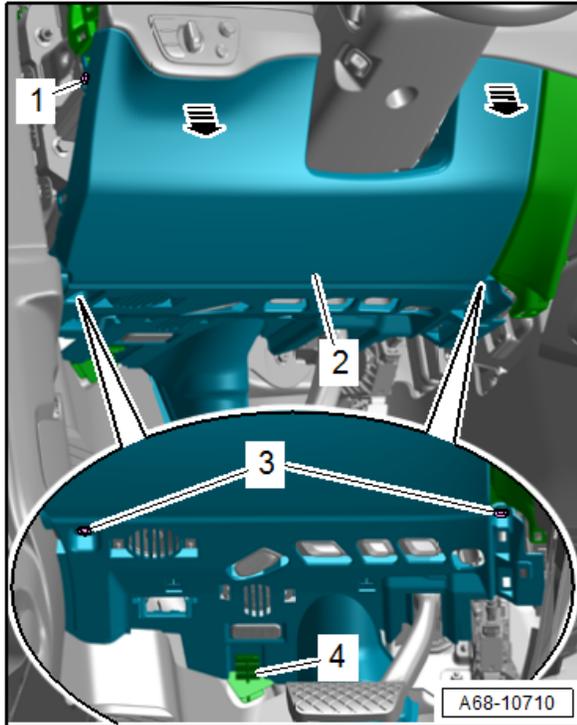
5. Insert the appropriate SD Card in the SD1 slot. SD Card can be created by using the SD Creator software.

Criteria 01: 4M0 906 961 H

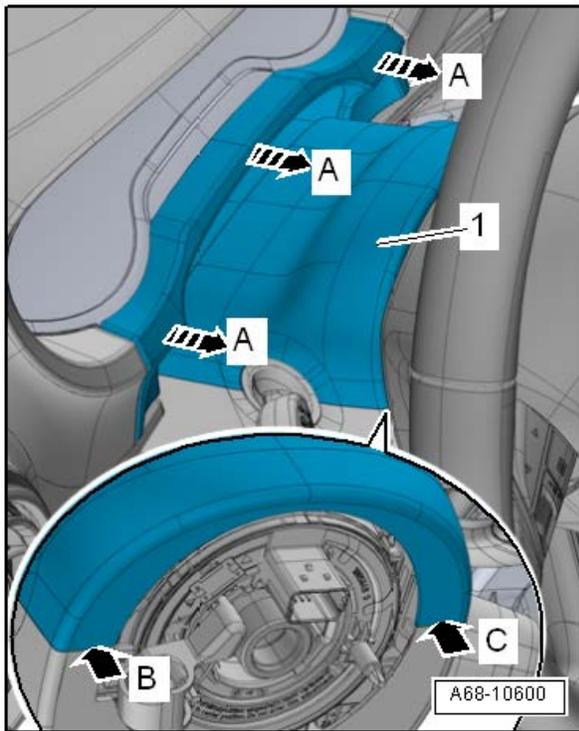
Criteria 02: 4M0 906 961 J

6. Using Flashing, perform the update using the SVM action code, **91O6A810**.
7. After the Flashing test plan has completed upload log online.

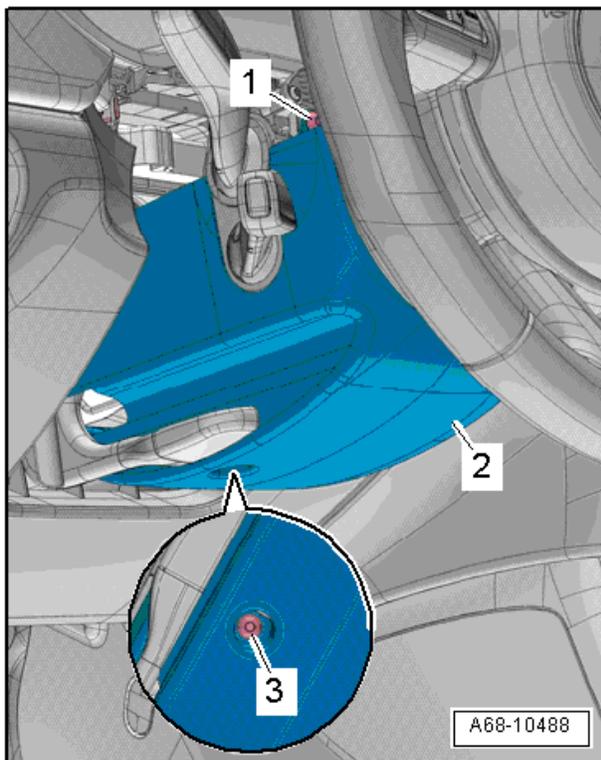
Criteria 05: Steering Wheel Adjustment Retrofit Securing Cable



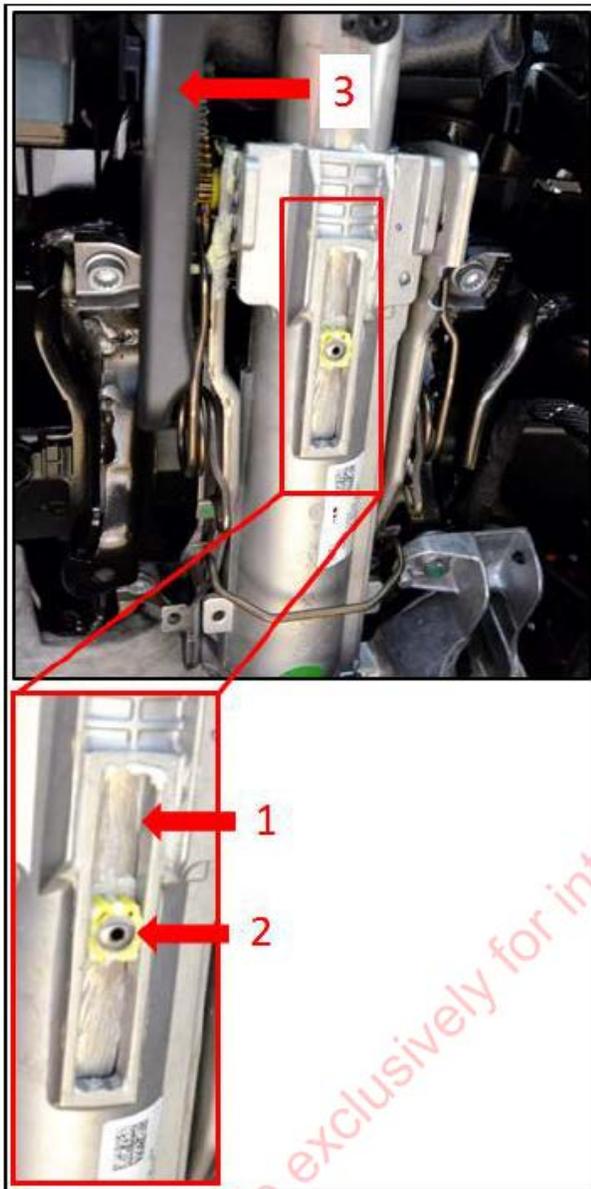
1. Remove cover below dash panel and remove foot well vent (driver's side) following Repair manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments and Covers > Driver Side Instrument Panel Cover, Removing and Installing.



2. Remove cover <1> following Repair manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments and Covers > Upper Steering Column Trim Panel, Removing and Installing.



3. Remove cover <1> following Repair manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments and Covers > Lower Steering Column Trim Panel, Removing and Installing.

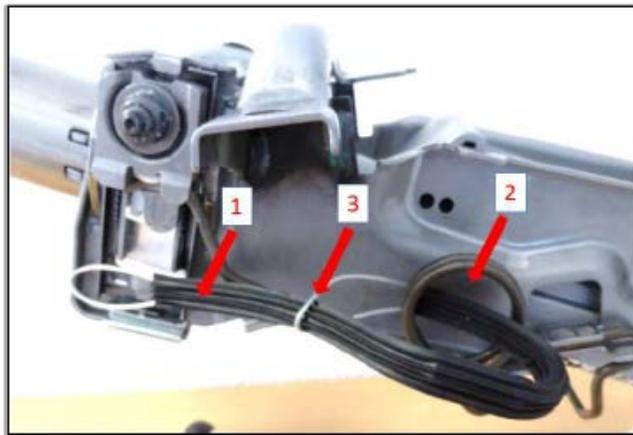


4. Pull steering wheel out half-way and move upwards so that end stop of steering column adjustment <2> is positioned in the center of the guide <1>.
5. Lock operating lever for steering column adjuster again and do not release again until installation is complete.



Note

The securing cable is attached to the weight balancing springs on the right side of the steering column <arrow>.



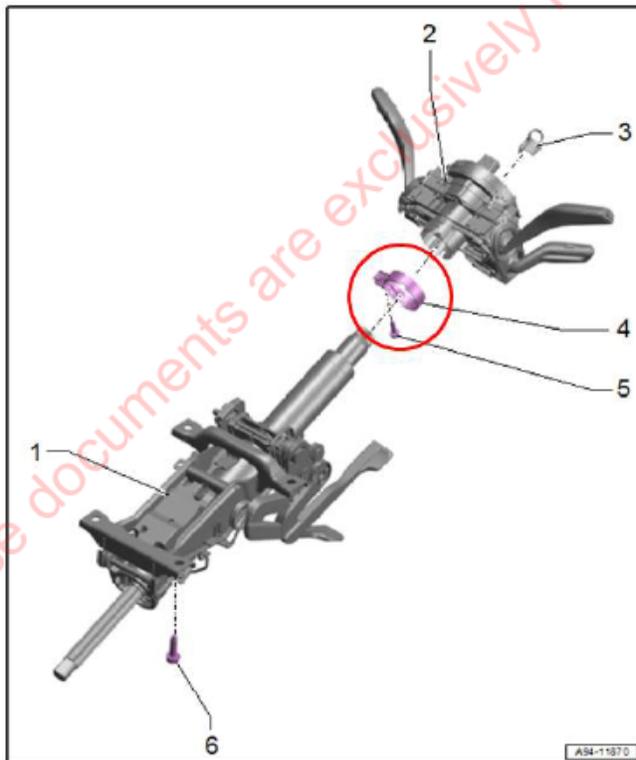
Overview of steering column when removed:

6. As shown in illustration, feed one end loop of securing cable <1> from repair kit 4M0 498 085 through coil of weight balancing spring (from the outside inwards).
7. Feed second loop end through first loop <3>.



Note

Securing cable loop on coil of weight balancing spring must face towards steering wheel.



Note

The adjustment range of the steering wheel may be reduced if the securing cable is too loose.

8. Feed the free loop around thread of securing bolt on steering column switch module <5> and secure hand tight using hexagon nut from repair kit 4M0 498 085 to prevent it from sliding down.



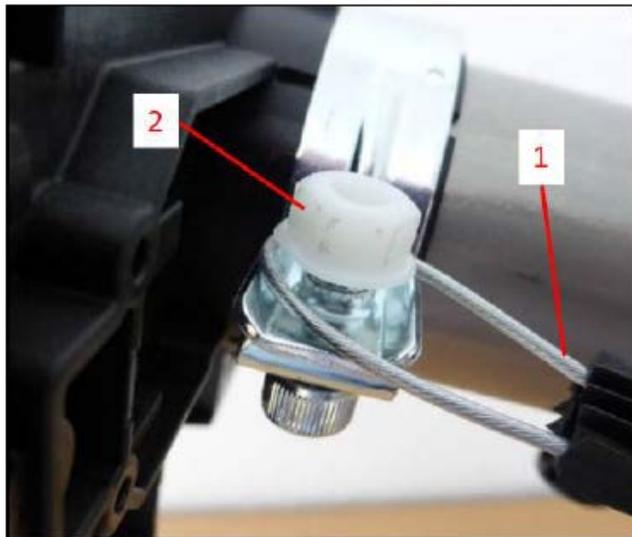
Note

Bolt <5> does not need to be loosened.



Note

Bolt is located at position marked by <arrow> adjacent to instrument cluster <1>.

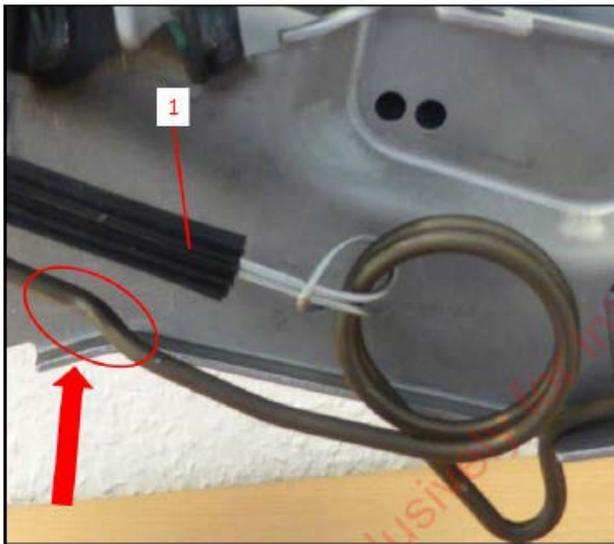


9. Align securing cable <1> so that it is trapped underneath the hexagon nut <2>.
10. Tighten hexagon nut to 1 Nm.



Danger

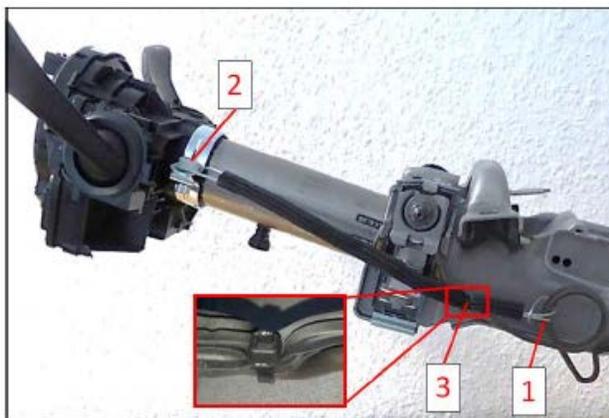
Make sure that securing cable <1> cannot slip out from underneath hexagon nut <2>.



11. Fix securing cable <1> in position behind bend in weight balancing spring <arrow> using cable tie from repair kit.



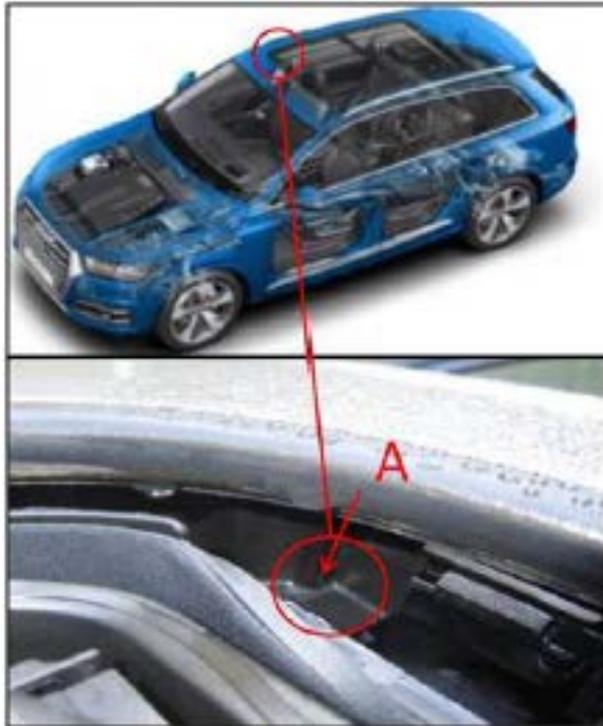
12. Cut off protruding end of cable tie so that it is flush <A>.



Summary of steps performed:

1. Loop on securing cable
2. Secured to nut
3. Fixed in place by cable tie.

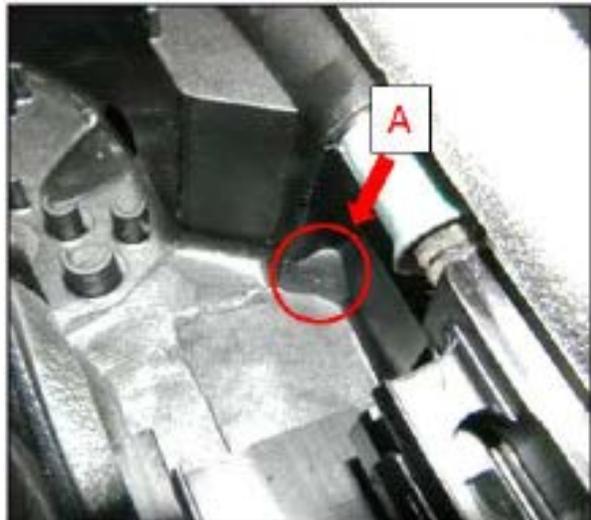
Criteria 10: Sealing Panorama Sunroof



1. Check water drain channel at position <A> (Front right only) for cracking.



2. Press wind deflector downwards and check for cracks.
 - a. If no cracks are present no further steps required.
 - b. If cracks are present perform the following steps.



3. Clean surface in area of opening using a cloth and suitable cleaner D 009 401 04.
4. Cut strips of butyl tape AKL 450 005 05 to a length 12 mm<2> and a width of 4 mm <1>
5. Stick butyl tape into cleaned corner and press firmly forming into triangle <A>.

Technical Service Bulletin



Warranty

Claim Entry Instructions

After Update 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	9106							
Damage Code	0099							
Parts Vendor Code	002							
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90							
Vehicle Wash/Loaner	Do not claim wash/loaner under this action							
Criteria I.D.	01 or 02							
	Connect battery charger. Labor operation: 2706 8950 10 T.U.							
	--AND--							
	Update MMI using SD card. Labor operation: 9195 2599 Time state on diagnostic protocol (max 40 T.U.)							
Criteria I.D.	05							
	Remove and install steering column trip and retrofit securing cable on steering wheel adjustment Labor operation: 4816 2399 60 T.U.							
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>4M0498085</td> <td>Repair kit</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	4M0498085	Repair kit	
Quantity	Part Number	Description						
1.00	4M0498085	Repair kit						
Criteria I.D.	10							
	Seal panorama sunroof. Labor operation: 6028 5199 15 T.U.							

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.

Required Parts and Tools

Part Number	Part Description	Quantity
4M0 906 961 H	SD Card	SD Creator (TSB 2047812)
4M0 906 961 J	SD Card	SD Creator (TSB 2047812)
AKL 450 005 05	Butyl sealant	1 per dealer
D 009401 04	Cleaning solution	1 per dealer

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **9106** code open in Elsa. Your order will be reviewed and processed accordingly.

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.