

# Technical Service Bulletin



## 28H3 UPDATE – Quality Package (NVLW)

August 29, 2017

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	See Campaign/Action screen in Elsa	None

## Condition

This Update has been proactively released to bring the vehicles up to current production standards.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **28H3** 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

Quality improvement measures must be performed on Audi A4 vehicles manufactured within a specific period.

# Technical Service Bulletin



## Service

Criteria	Description	Work Procedure Location
01	Replace fuse for data bus diagnostic interface	Section A
02	Check battery wiring harness and repair if necessary	Section B
03	Check rear lid power opening control unit	Section C
07	Update convenience system central control unit	Section D

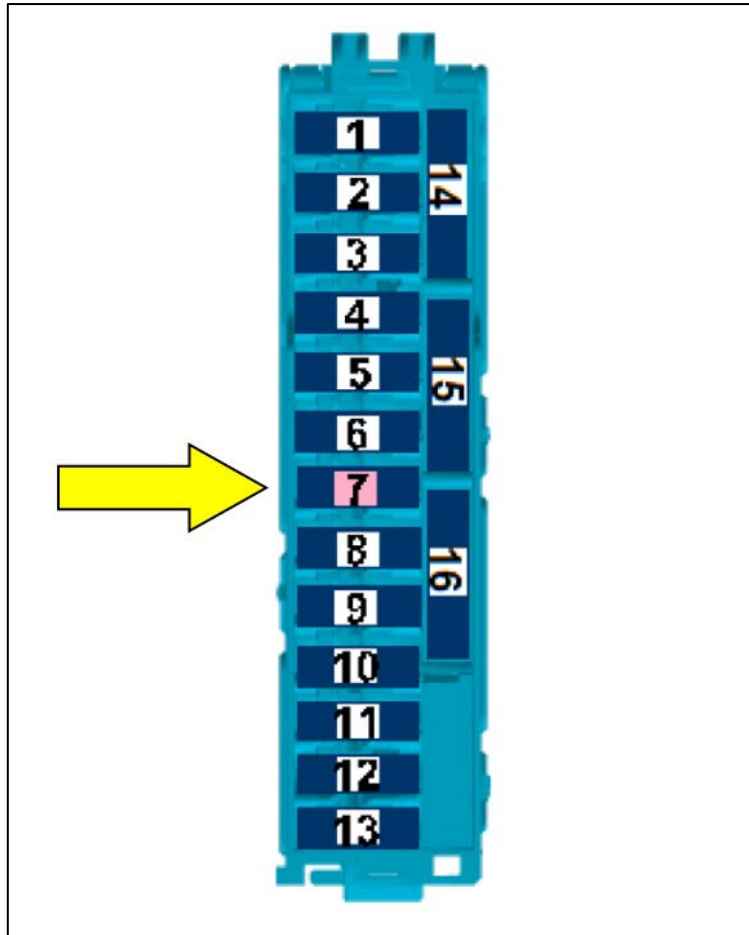
## Section A – Replace fuse for data bus diagnostic interface (criteria 01)



- Switch off ignition and remove key from the vehicle.
- Remove foot rest <1> in front left of footwell.
  - Repair Manual > Body > Body Interior > 70 Interior Trim > Vehicle Interior Trim Panels > Footrest, Removing and Installing.



- Pry out fuse carrier ST2 <1> using Trim Removal Wedge -3409- (or equivalent).



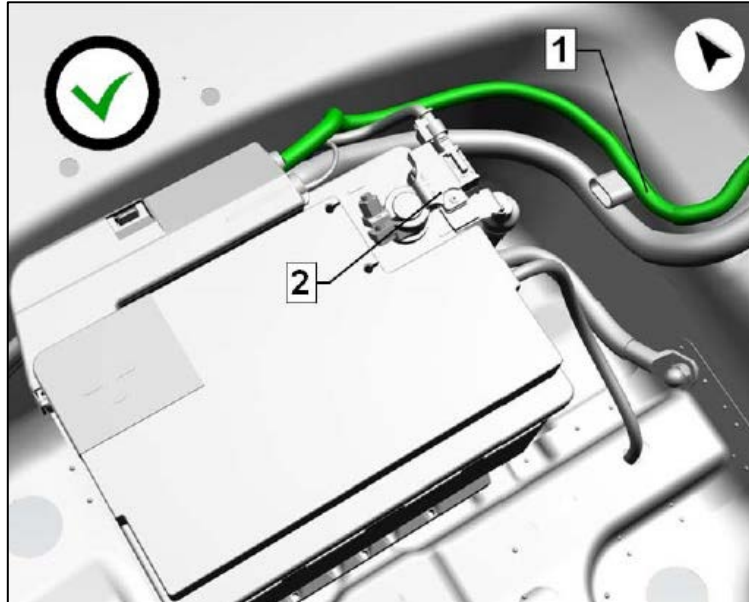
- Remove fuse SB7 for Data Bus Diagnostic Interface -J533-.
- Install a 10 amp fuse.

Part Number	Description
N 10261503	10 Amp Fuse

- Reassembly is performed in the reverse sequence.

**Work for Criteria 01 is Complete.**

## Section B – Check battery wiring harness and repair if necessary (criteria 02)



- Switch off the ignition.
- Lift the luggage compartment floor cover.
- If equipped, remove the spare tire and vehicle tool kit mount.
- Check that Electromechanical Power Steering (EPS) cable <1> is routed correctly and examine it for damage.
  - Battery terminal clamp <2> must face to right.
- If the cable is routed correctly, no further work is required.



### WARNING

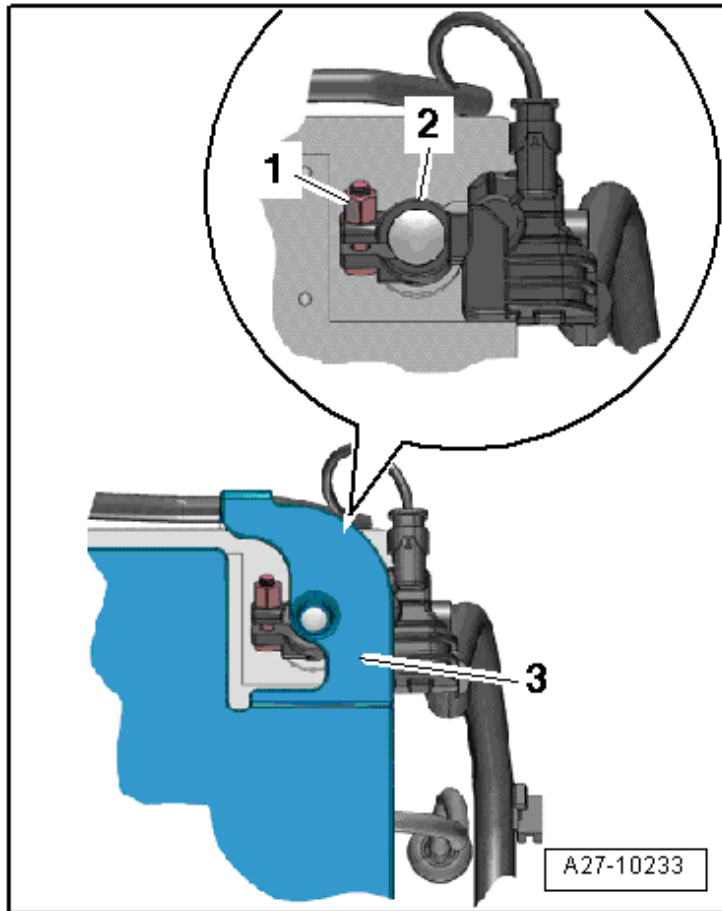
- The cable routing shown is not correct.
  - Positive cables must not be routed between the earth cable and the battery.
  - The battery terminal clamp must not face the front.
- If the cable is not routed correctly, continue with **Modifying wiring harness**.



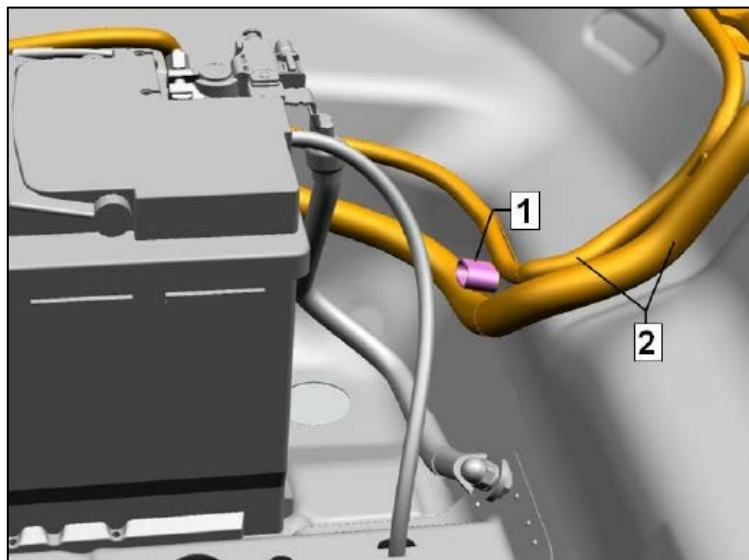
## **⚠ WARNING**

- The cable condition shown is not correct.
  - The insulation of the EPS cable must be repaired if it is damaged.
- 
- If the EPS cable is damaged, continue with **Repairing wiring harness**.

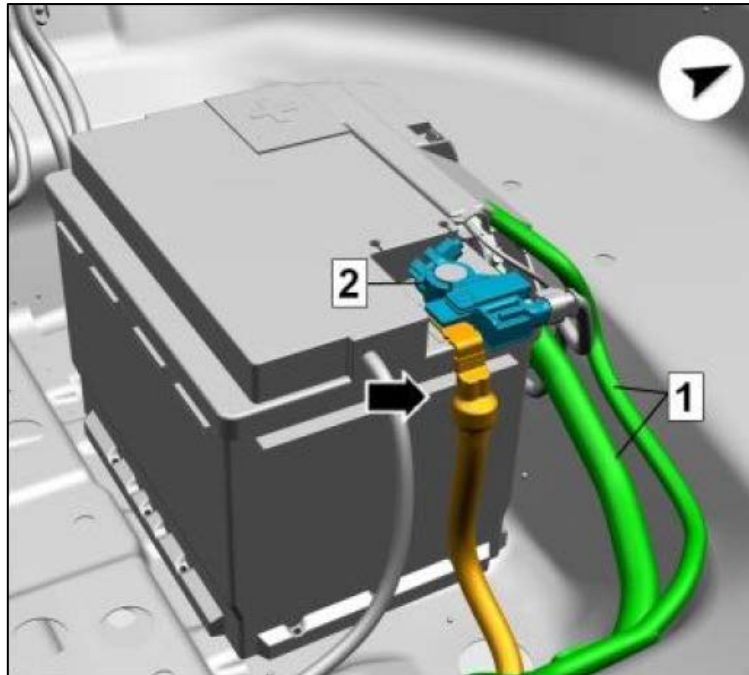
## Modifying wiring harness:



- Open the cover <3> over the battery negative terminal.
- Loosen the nut <1> several turns and remove the battery ground cable clamp <2> from the battery terminal.



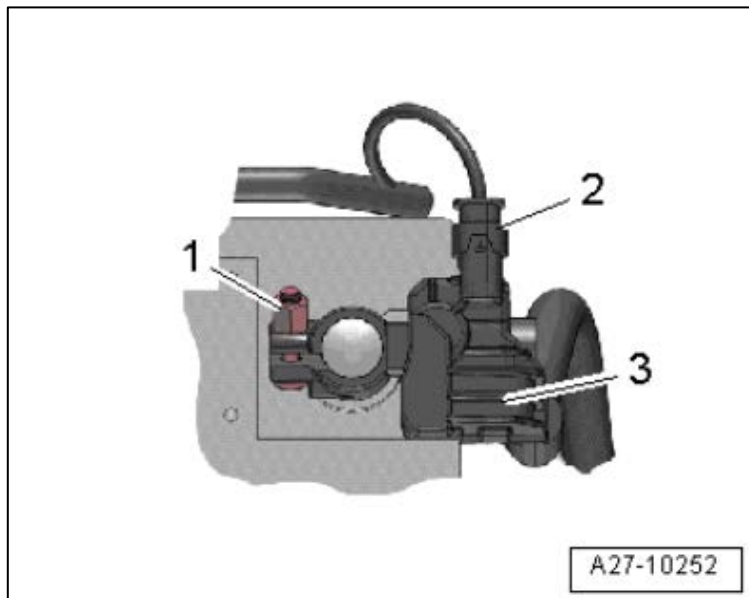
- If fitted, detach clip <1> for positive cables <2> from stud on body using -80-200- (or equivalent).



- The positive cables <1> must not be routed between the earth cable and the battery <arrow>.
- Electrical wiring <1> must not be trapped under battery terminal clamp <2>.
- Battery terminal clamp <2> must face to right.

If the EPS cable is damaged, continue with **Repairing wiring harness**.

If the EPS cable is not damaged, **Continue to next step**.

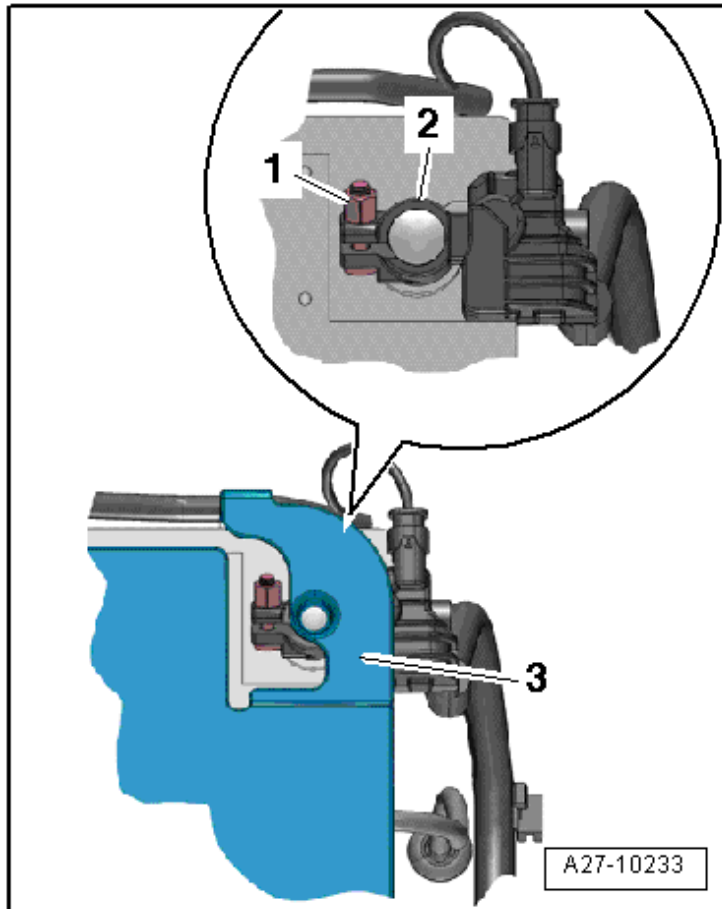


- Disconnect the connector <2> from the Battery Monitoring Control Module - J367- <3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Install battery cover.
- If equipped, install the vehicle tool kit and spare tire.
- Re-install the luggage compartment floor.

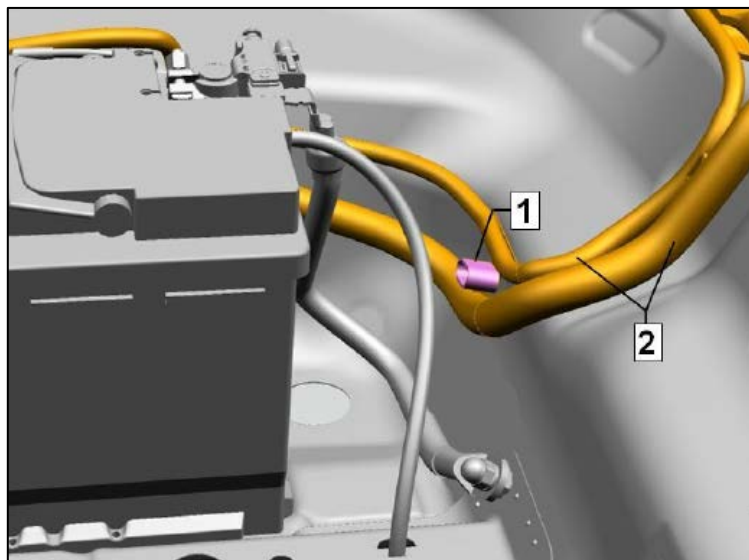
**Work for Criteria 02 is Complete.**

**Repairing wiring harness:**

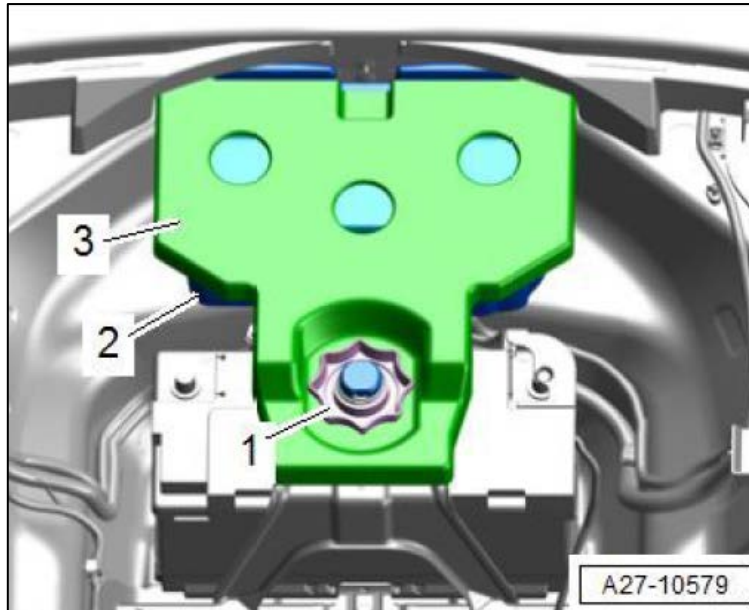




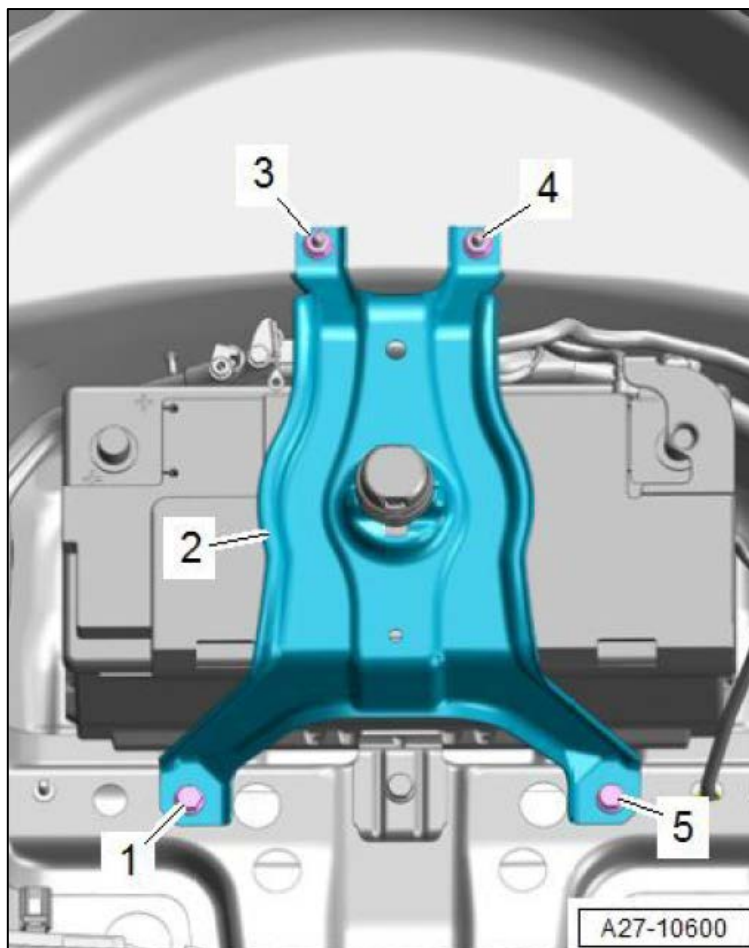
- Open the cover <3> over the battery negative terminal.
- Loosen the nut <1> several turns and remove the battery ground cable clamp <2> from the battery terminal.



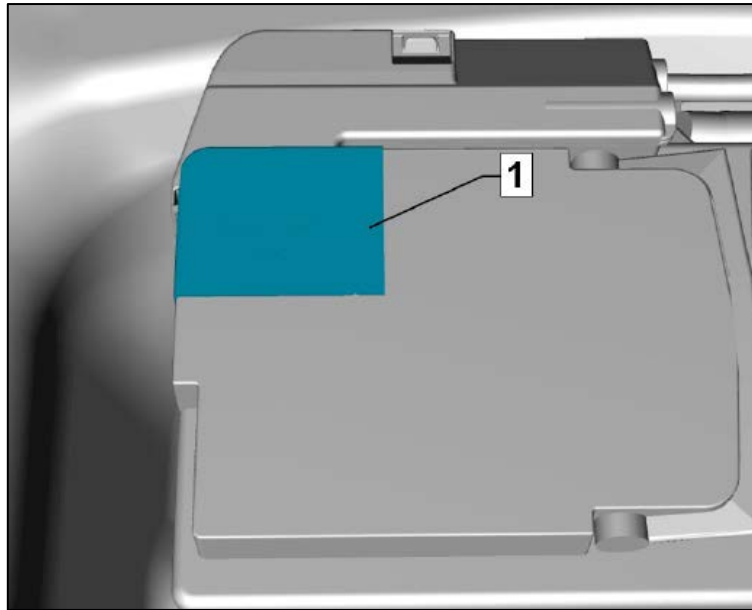
- If fitted, detach clip <1> for positive cables <2> from stud on body using -80-200- (or equivalent).



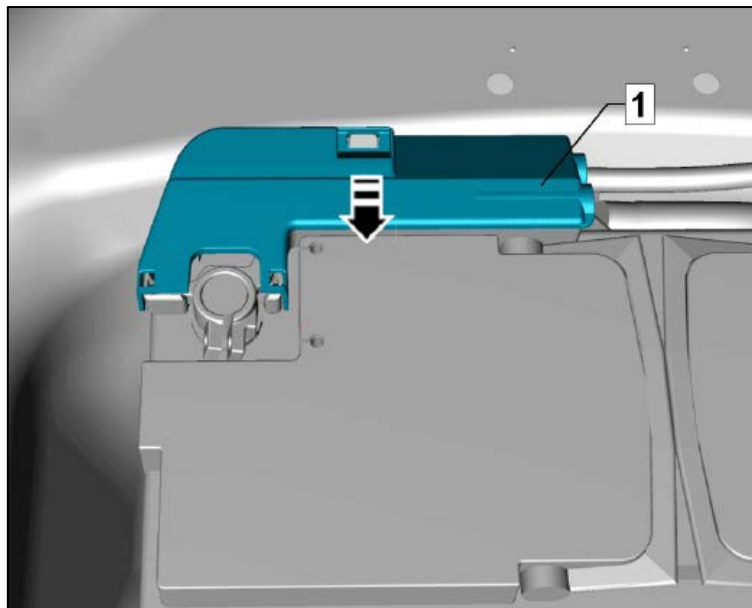
- Unscrew nut <1> and take off cover <3> with retainer for tool kit <2>.



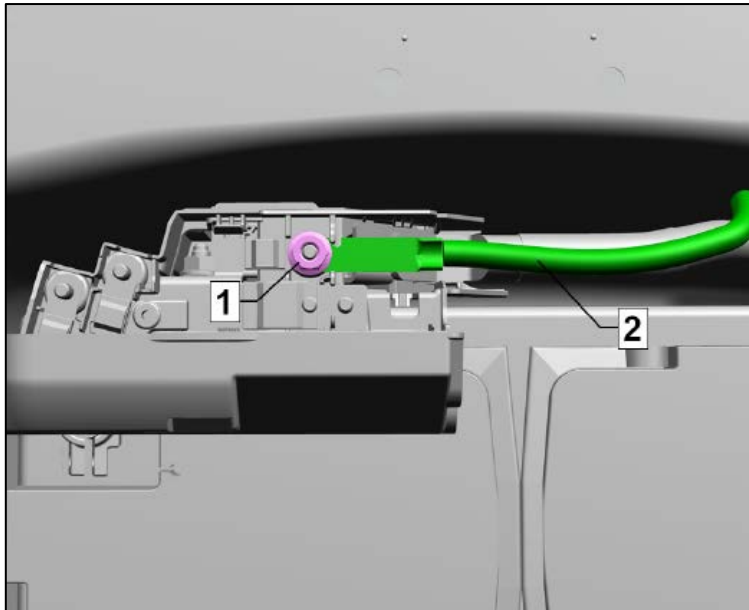
- Unscrew nuts <3> and <4>.
- Remove bolts <1> and <5>.
- Detach retaining bracket <2>.



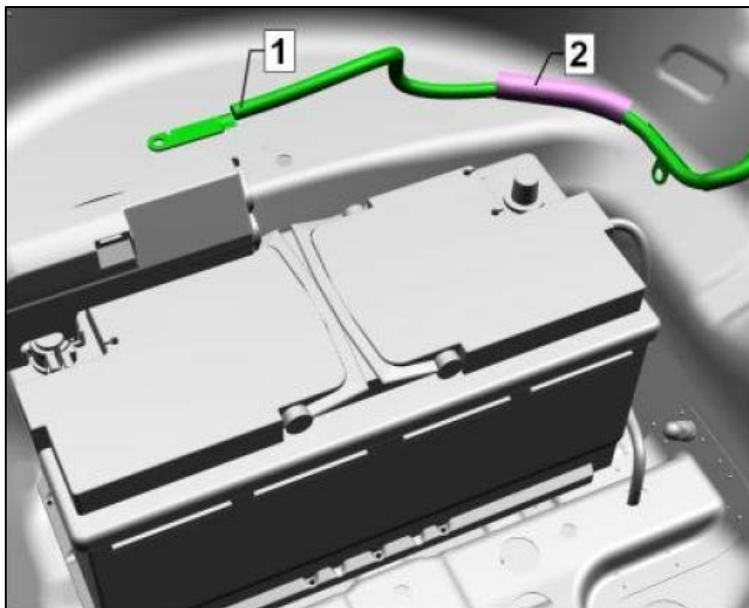
- Remove cover <1> for battery positive terminal.



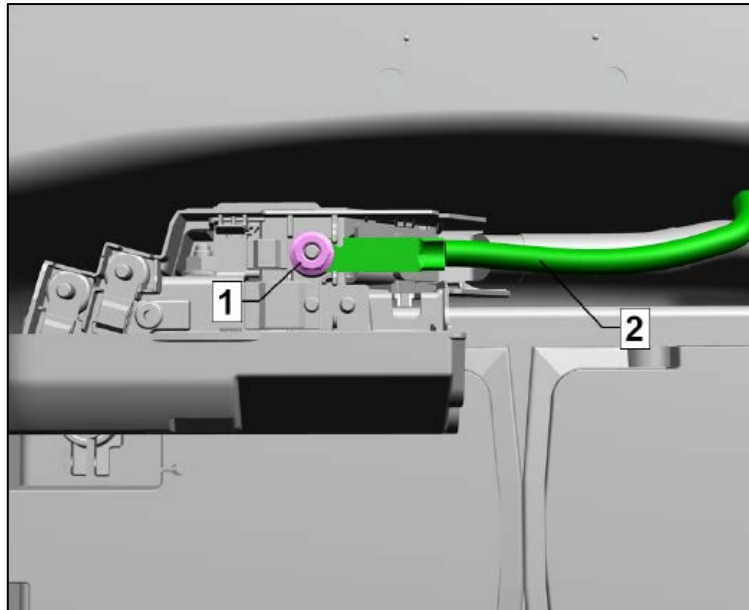
- Release flap <1> covering main fuse and open it in direction of <arrow>.



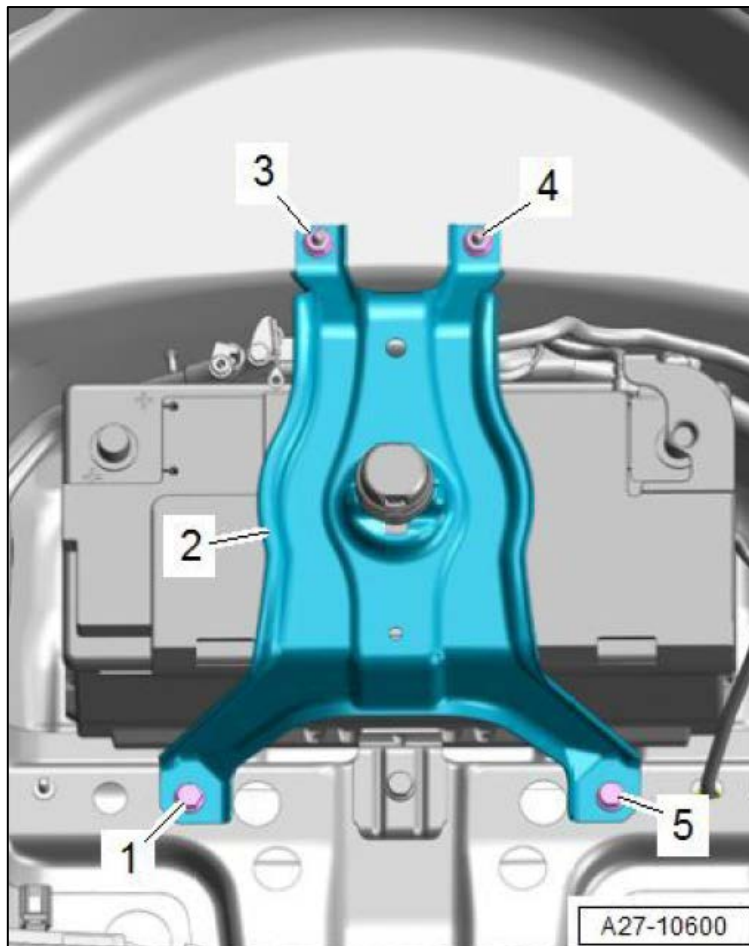
- Remove nut <1>.
- Remove EPS cable <2> from main fuse.



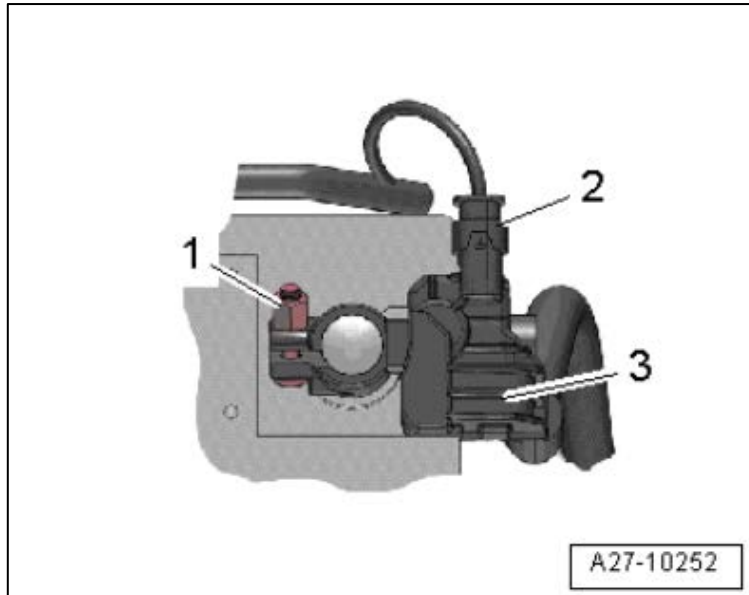
- Slide shrink hose <2> over damaged area of EPS cable <1>.
- Use hot air blower -VAS 1978/14A- to heat shrink hose <2> until it makes full surface contact with EPS cable.



- Reinstall EPS cable <2> and torque nut <1> to 7.5 Nm.
- Reinstall main fuse cap.
- Reinstall positive terminal cover.



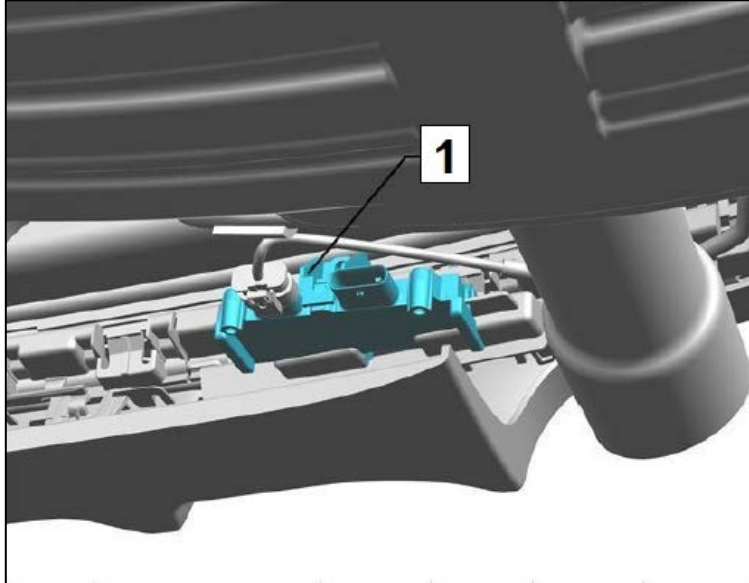
- Unscrew nuts <3> and <4>.
- Remove bolts <1> and <5>.
- Reinstall retaining bracket <2> and torque bolts <1, 3, 4 and 5> to 18 Nm.



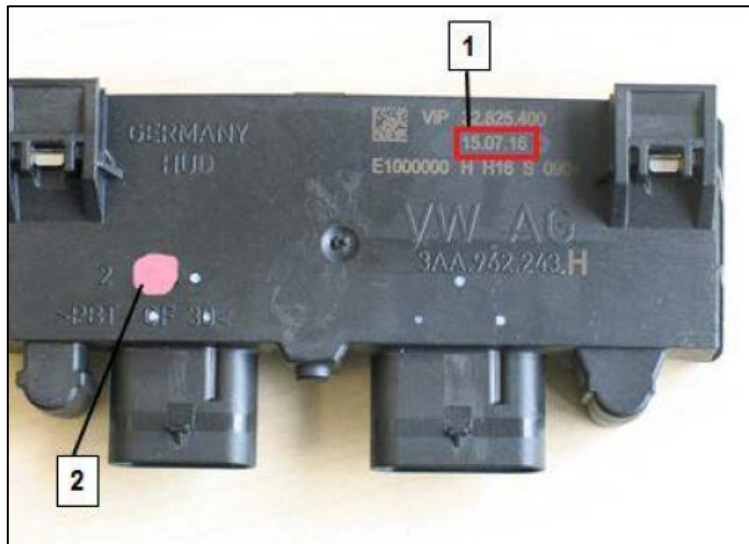
- Disconnect the connector <2> from the Battery Monitoring Control Module - J367- <3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- Install battery cover.
- If equipped, install the vehicle tool kit and spare tire.
- Re-install the luggage compartment floor.

**Work for Criteria 02 is Complete.**

## Section C – Check rear lid power opening control unit (criteria 03)



- Remove rear lid power opening control unit -J938- <1>.
  - Repair Manual > Body > Body Exterior > 55 Hood, Lids > Rear Lid > Rear Lid Opener Control Module J938, Removing and Installing.



- The control unit <1> must be replaced if it was manufactured within the following period:  
**11.08.2016 to 22.09.2016.**

### NOTE

Control units that have already been modified are marked with a colored dot <2>.

- Installation is performed in the reverse sequence.

**Work for Criteria 03 is Complete.**

## Section D – Update convenience system central control unit (criteria 07)

### 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. Switch on the hazard warning lights.

#### CAUTION

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

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, **28H3A384**.

#### 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.

**Work for Criteria 07 is Complete.**



# Technical Service Bulletin



## Warranty

Claim Entry Instructions							
<p>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 <u>open on the day of repair</u> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> <li>✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</li> <li>✓ <u>Canada dealers:</u> Fax repair order to Warranty at (905) 428-4811.</li> </ul>							
<b>Service Number</b>	28H3						
<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>	01						
	Replace fuse for data bus diagnostic interface Labor operation: 9792 55 99 25 T.U. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Quantity</th> <th style="width: 35%;">Part Number</th> <th style="width: 40%;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">N 10261503</td> <td>10 Amp Fuse</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1	N 10261503	10 Amp Fuse
Quantity	Part Number	Description					
1	N 10261503	10 Amp Fuse					
<b>Criteria I.D.</b>	02						
	Check battery wiring harness; no further work required Labor operation: 9745 01 99 20 T.U. -OR- Check and modify wiring harness Labor operation: 9745 49 99 30 T.U. -OR-						

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	<p>Check, repair and modify wiring harness</p> <p>Labor operation: 9745 41 99 60 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0.1</td> <td>N 10673601</td> <td>Shrink Hose</td> </tr> </tbody> </table>	Quantity	Part Number	Description	0.1	N 10673601	Shrink Hose
Quantity	Part Number	Description					
0.1	N 10673601	Shrink Hose					
<b>Criteria I.D.</b>	03						
	<p>Check rear lid power opening control unit and replace if necessary</p> <p>Labor operation: 5568 19 99 30 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>3AA962243H</td> <td>Rear lid power opening control unit</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1	3AA962243H	Rear lid power opening control unit
Quantity	Part Number	Description					
1	3AA962243H	Rear lid power opening control unit					
<b>Criteria I.D.</b>	07						
	<p>Connect battery charger.</p> <p>Labor operation: 2706 8950 10 T.U.</p> <p><b>-AND-</b></p> <p>Connect vehicle diagnostic tester, perform software update for convenience system central control unit.</p> <p>Labor operation: 9710 25 99 Time state on diagnostic protocol (max 60 T.U.)</p>						

# Technical Service Bulletin




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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.

## Required Parts and Tools

Criteria	Part Number	Part Description	Quantity
01	N 10261503	10 Amp Fuse	1
02	N 10673601	Shrink Hose (if necessary)	0.1
03	3AA962243H	Rear lid power opening control unit	1

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Wiring Harness Repair Set - Hot Air Blower -VAS1978/14A- (or equivalent)</p>
 <p>Pry lever -80-200- (or equivalent)</p>	

- 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](mailto:upperorderlimits@audi.com). Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **28H3** 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.