Technical Service Webinar

April, 2017

Technical Service Webinar

All information discussed is already published and is being discussed as diagnostic aids. Please always review the most current publications for current information.

We will not be discussing specific vehicles, please use TAC tickets for this.

We are using the webinars as a way to increase communication to dealerships and technicians. This is a result of feedback from the dealer sub council

What's New:

- 2018 Q5 Launch Details
- 3.0L Repair Authorization
- TSB 2046986 Q7 brake noise PSS

Diagnostic Tips:

- Clearing Passive Faults
- Identifying the CYMC engine on the new A5
- TSB 2045673 Internal processor Faults
- TD1 Detection

Feedback:

- Topic reviews
- Q&A
- Do you have any topics you would like covered?
- Submit feedback to artactivation@audi.com

What's New

April, 2017

2018 Q5 Launch
Launch overview

This will be the largest volume Audi of America launch to date.

12,000+ Initial launch volume

17,000+ expected to be sold by the end of the launch

We ask for your support in identifying product issues.

Together, we will be able to resolve issues quickly and provide our customers the level of quality they have come to expect from the Audi brand

2018 Q5 Launch
Repair Authorization

- Vehicle launch has started and will run for approximately 12 weeks.
- All repairs on the 2018 Q5 require authorization though TAC
- Verify Customer Concern.
- Begin GFF diagnosis. Do not remove any part or disconnect electrical connections until instructed to do so.
- Create a TAC ticket using the Technical Assistance Center System in Elsa.
- Select New Audi Q5 Launch Repair Authorization in the Concern Type field for proper routing to our launch-dedicated TAC Consultant.
- Describe the customer concern with as much detail as possible. Fill in all required fields.
- Please include your cell phone number in the TAC ticket. The TAC consultant will use this number to contact you so you can be close to the car during the conversation.

Note: Web cases are suggested for simple repairs

2018 Q5 Launch
ILT and SSP's

The following SSP's are available:

- 990173 The 2018 Q5 Introduction
- 990173B Test
- 950273 Audi Quattro with ultra technology

Instructor led course code:

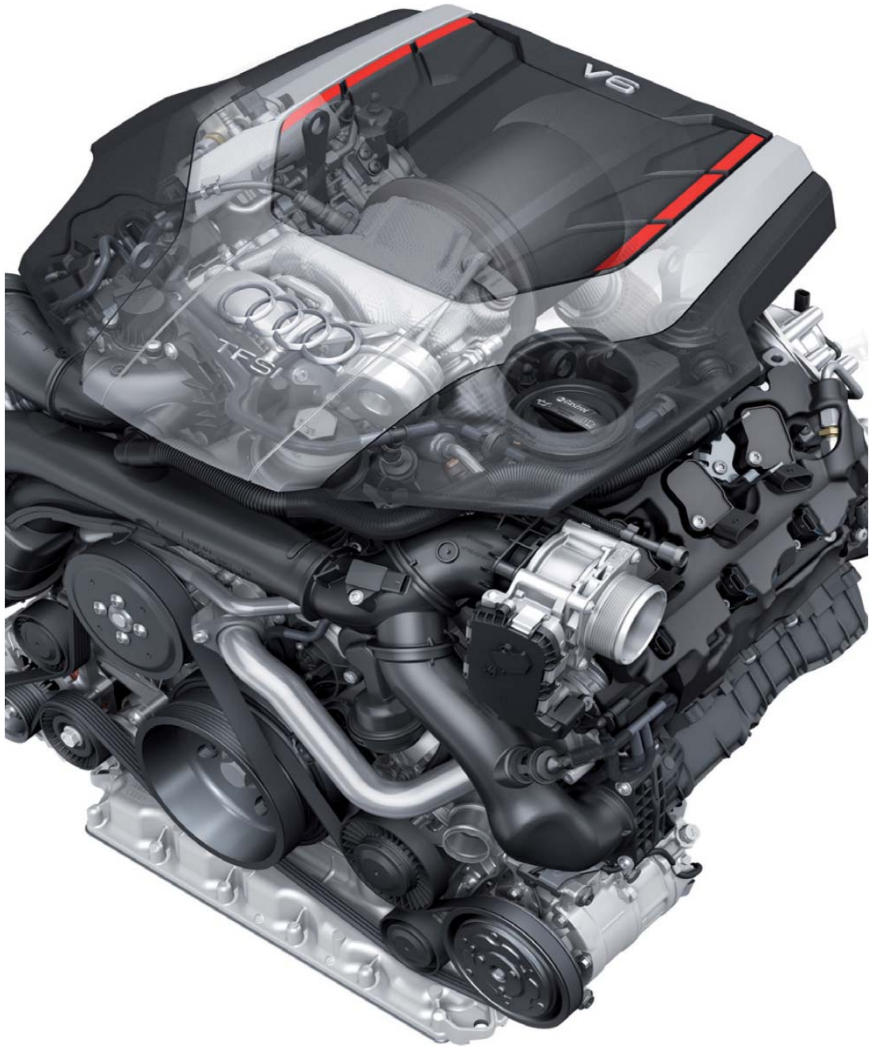
- 990172

Pre-requisites for ILT course:

- 990173
- 950273
- Networking

TSB 2047204/1
Repair Authorization for the new 3.0L Turbo V6 TFSI

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the all new 3.0 EA839 V6 TFSI engine.



Applies to:

2018 3.0 S4, S5, S5 Cabriolet and SQ5

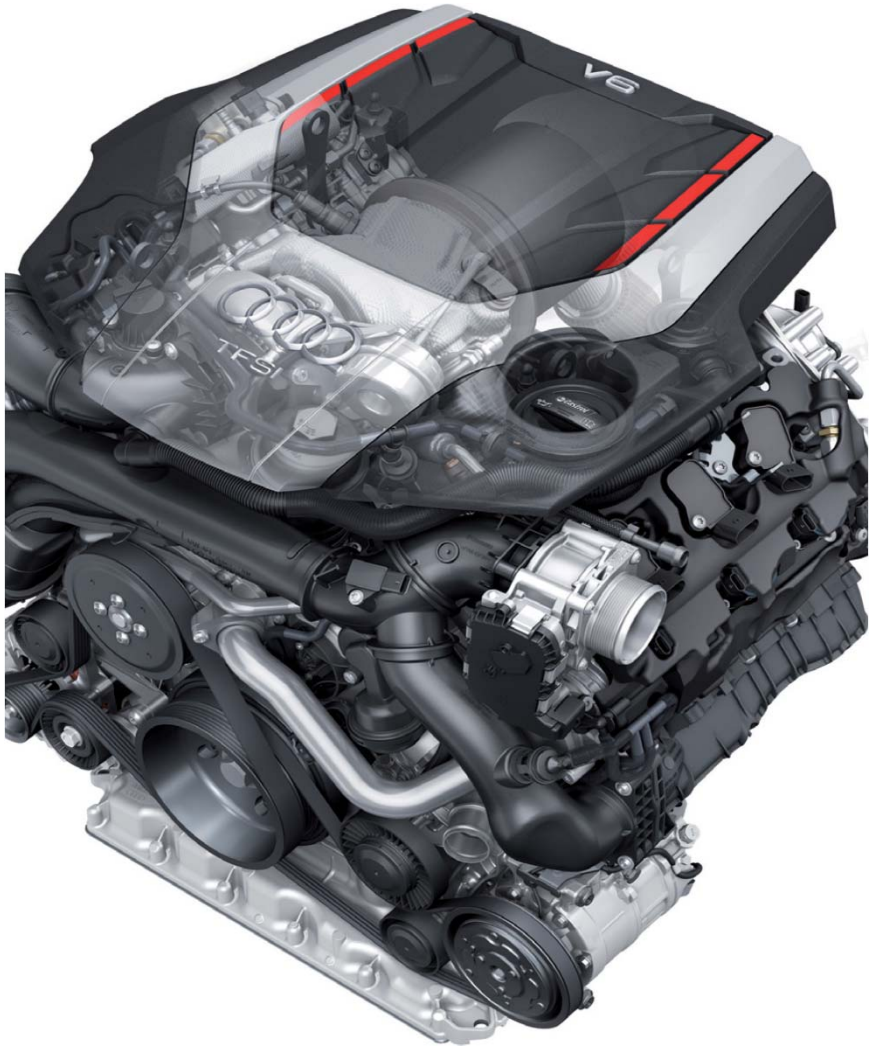
This repair authorization is for Engine only.

Any repairs with the 2018 S4, S5, S5 Cab body or chassis do not require authorization at this time.

TSB 2047204/1
Repair Authorization for all new 3.0L EA839 V6 TFSI

- Verify Customer Concern.
- Begin GFF diagnosis. Do not remove any part or disconnect electrical connections until instructed to do so by TAC.
- Create a TAC ticket and select New 3.0 Launch Repair Authorization in the Concern Type field.
- Describe the customer concern with as much detail as possible.
- Attach pictures into contact if necessary.
- Please include your cell phone number in the TAC ticket. The TAC consultant will use this number to contact you.

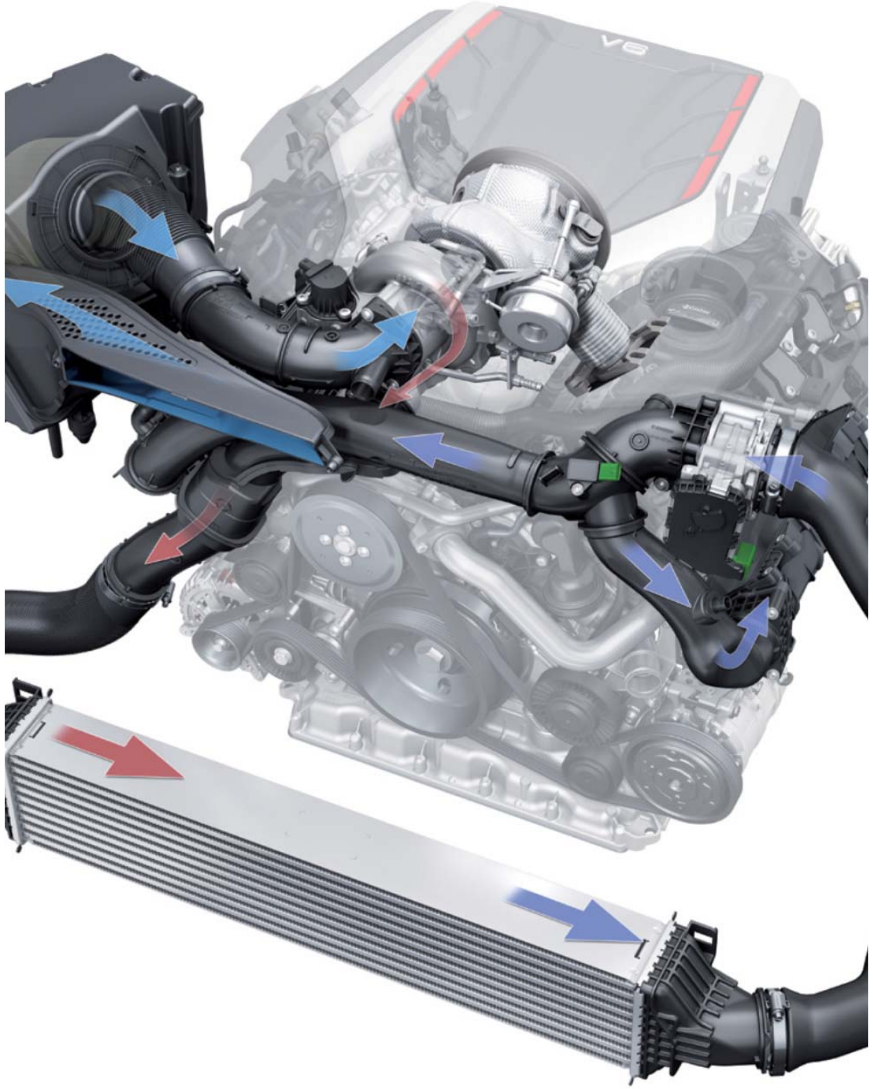
Note: Web cases are suggested for simple repairs



TSB 2047204/1
Repair Authorization for all new 3.0L EA839 V6 TFSI

Special Features:

- Direct injection with on-demand high and low pressure systems.
- Exhaust turbocharging in inner V ("Hot Side Inside").
- Air to Air charge air cooling.
- Power output :
  - 354 hp @ 5400 - 6400 rpm
  - 369 lb ft @ 4500 rpm



Note: For more details on the new 3.0L engine see SSP 920173

TSB 2046986 PSS 46 Brake Noise
2017 Q7

Vehicle-specific service Transaction No.: **2046986/2**

PSS 46 Brake Noise Release date: Feb 28, 2017

Condition

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised header data (Added model year)
1	02/24/2017	Initial publication

Customer may report hearing a squeal noise from front brakes in the following conditions:

When:	After vehicle was parked for several hours/overnight, and usually in reverse
Speed:	Below 15 mph
Temperature:	Below 60°F

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

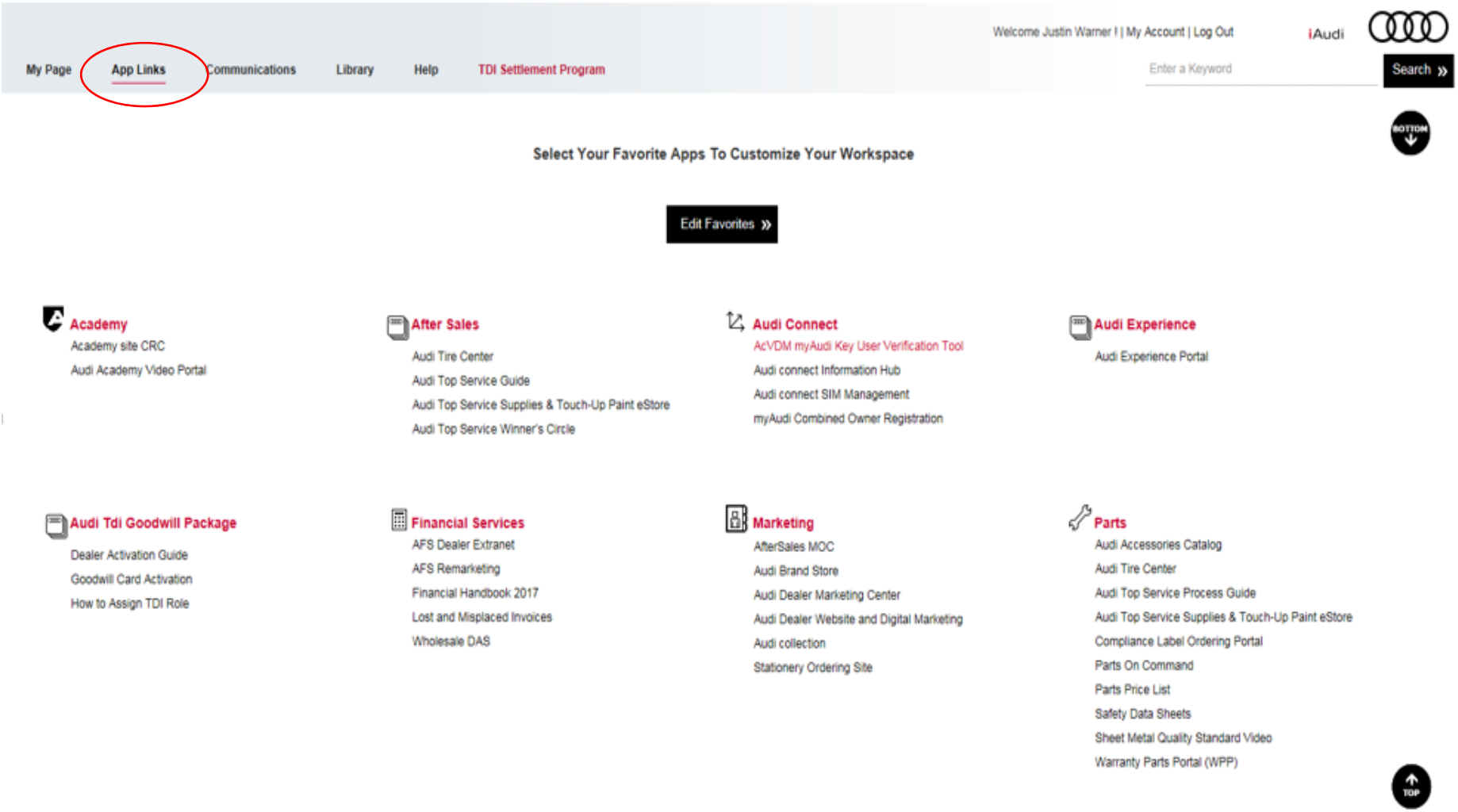
Explain to the Customer that a solution is forthcoming and that no repairs are necessary at this point. Do not replace any components for this condition since this will not resolve the customer`s concern.

Create a PSS record in the PSS application via the Pending Service Solutions link in AccessAudi (under Related Links>>Service), or through the Technical Assistance page in ELSA.

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

TSB 2046986 PSS 46 Brake Noise
2017 Q7



TSB 2046986 PSS 46 Brake Noise
2017 Q7

Parts Price List
Safety Data Sheets
Sheet Metal Quality Standard Video
Warranty Parts Portal (WPP)

Service
- A.U.D.I. Search
- Audi Care Management System 2.0 New!
- Audi Care/VIN Lookup
- Audi Service Advantage
- Audi Special Tools and Equipment
- Audi Top Service Process Guide
- Audi Top Service Winner's Circle
- Automotive Youth Education Systems
- Compliance Label Ordering Portal
- DealerFX Maintenance Calculator
- ElsaPro
- GFF Paperless
- I-Wire
- ODIS - eShop
- ODIS Certificate Request Mgmt System(eCRMS)
- Pending Service Solutions(PSS)
- SADA System
- Service Key
- ServiceNet
- TRAC Reporting
- Technical Literature Ordering Center
- Warranty Online

Takata Service Pack
- Audi Incentives Portal
- Takata Dealer Communication Toolkit

Track Progress
- Audi Dealer Digital Readiness Program
- Audi Insight
- Audi Lead Intelligence
- Audi Magna Society
- Audi Project Tracker
- Claim Inspector
- Customer Information Intelligence
- Dealer AftersalesIQ
- Dealer Business Intelligence
- Dealer Site Viewer
- ISS Scorecard
- MarketMaster™ Online
- My Dealership Report and Pub
- My Dealership Reports - Operations
- My Dealership Reports - Parts
- My Dealership Reports - Sales
- My Dealership Reports - Service
- POLK Loyalty Dashboard
- Parts & Accessories Bonus Portal
- Service Capacity Tool
- Service IQ
- Standards Management System
- Today's Reports

Vehicle Sales & CPO
- Audi Ascent
- Audi Certified pre-owned
- Audi Corporate Sales Programs
- Audi Incentive Claims Portal
- Audi Incentive Portal
- Group Vehicle Logistics Website
- OMD Web
- Owner In Waiting Communications
- Port of Halifax

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Diagnostic Tips

April, 2017

Clearing passive faults in ODIS
2017-2018 A4, Q7, A5

Concern:
After clearing out transport mode at PDI several passive faults are unable to be cleared from the 03 module.

After performing a repair there are several passive faults stored in various modules that will not clear.

Cause:
There is an ODIS issue identified with version 4.0.0 that may not clear passive faults using the traditional methods.

Correction:
TSB 2042954 DTC U110500 (Q7 Transport mode active) cannot be cleared

Clear faults using Guided Functions of the affected control unit

Clear faults using Flash

Address: 0003 System name: 03 - Brake Electronics Log versions: UDS/ISOTP (Ereignisse: 16)

[+] Identification:

[-] DTC memory entries:

DTC memory entry

Number:	C11EA14: Sensor for roof rack recognition Open circuit/short circuit to ground
Error type 2:	passive/sporadic
Symptom:	290560
Status:	00101100

[+] Standard ambient conditions:

[+] Expanded ambient conditions:

DTC memory entry

Number:	C100C01: Electro-mechanical parking brake button Electrical error
Error type 2:	passive/sporadic
Symptom:	292608
Status:	00101100

[+] Standard ambient conditions:

[+] Expanded ambient conditions:

DTC memory entry

Number:	C100D13: Left Parking Brake Motor voltage supply Open circuit
Error type 2:	passive/sporadic
Symptom:	294400
Status:	00101100

[+] Standard ambient conditions:

[+] Expanded ambient conditions:

DTC memory entry

Number:	C100E13: Right parking brake motor voltage supply Open circuit
Error type 2:	passive/sporadic
Symptom:	296192
Status:	00101100

[+] Standard ambient conditions:

[+] Expanded ambient conditions:

DTC memory entry

Number:	U110500: Transport mode active
Error type 2:	passive/sporadic
Symptom:	297728
Status:	00101110

[+] Standard ambient conditions:

[+] Expanded ambient conditions:

DTC memory entry

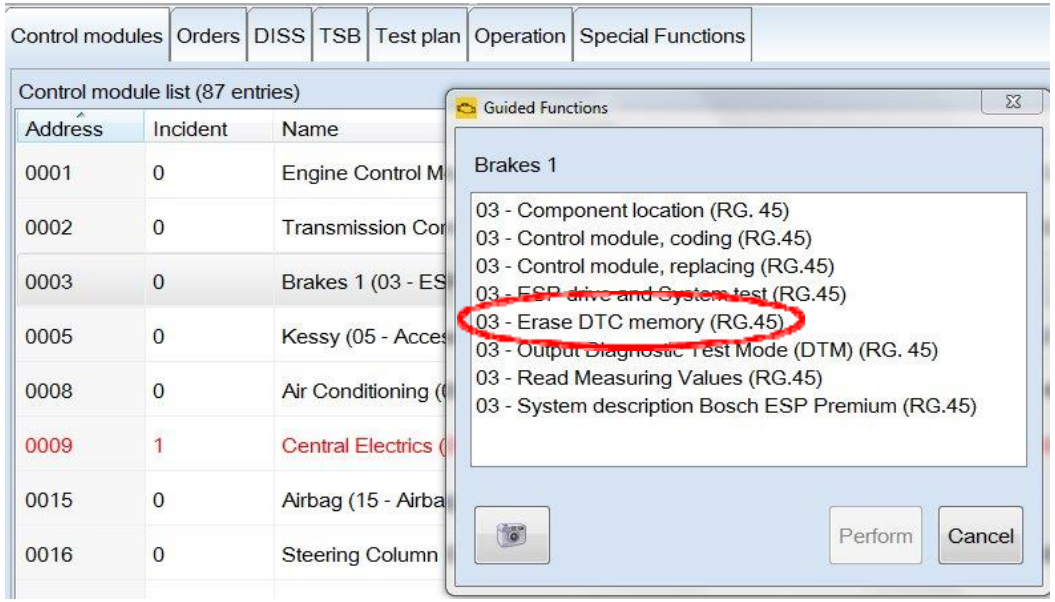
Number:	U141C00: Voltage supply terminal 30 for electronics Open circuit
Error type 2:	passive/sporadic
Symptom:	364032
Status:	00101100

[+] Standard ambient conditions:

[+] Expanded ambient conditions:

Clearing passive faults in ODIS
Clearing faults using Guided Functions

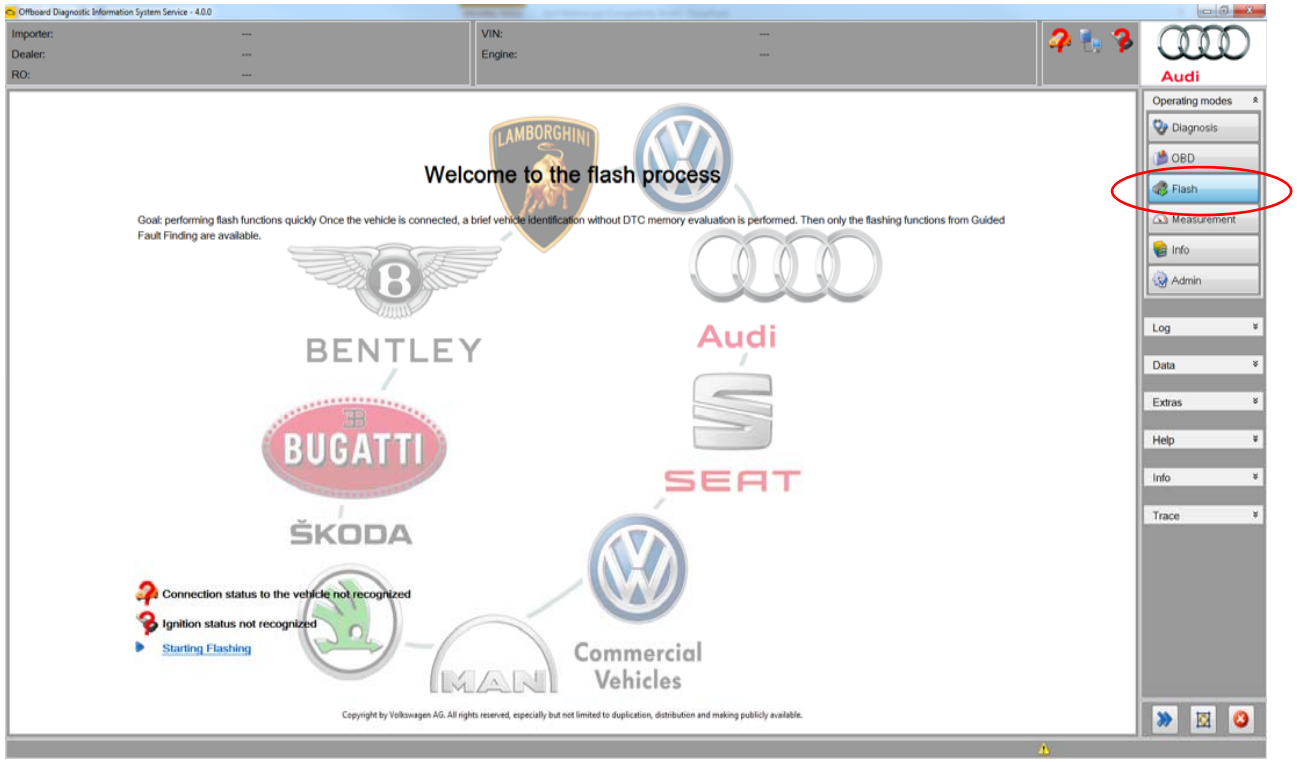
- Fresh reboot of ODIS
- Hardwire or Bluetooth may be used
- Start a new GFF session
- Cycle the key one time.
  - (key Off and On after completed GFF scan)
- Right click ABS control module
- Select Guided Functions



- Select Check and erase DTC memory.
- Follow the test plan steps to clear faults
- On control modules tab select “Read all module DTC” to assure faults are cleared

Clearing passive faults in ODIS
Clear faults using Flash

- Exit your GFF session
- Select and enter FLASH
- Do <u>not</u> run any test
- Then exit FLASH
  - Flash will clear faults on exit
- Verfiy if code is still present using the OBD button (it is the quickest way to verify)



NOTE: This method is best used if there are several modules with PASSIVE faults that will not clear.

Identifying the CYMC engine code
2018 A5

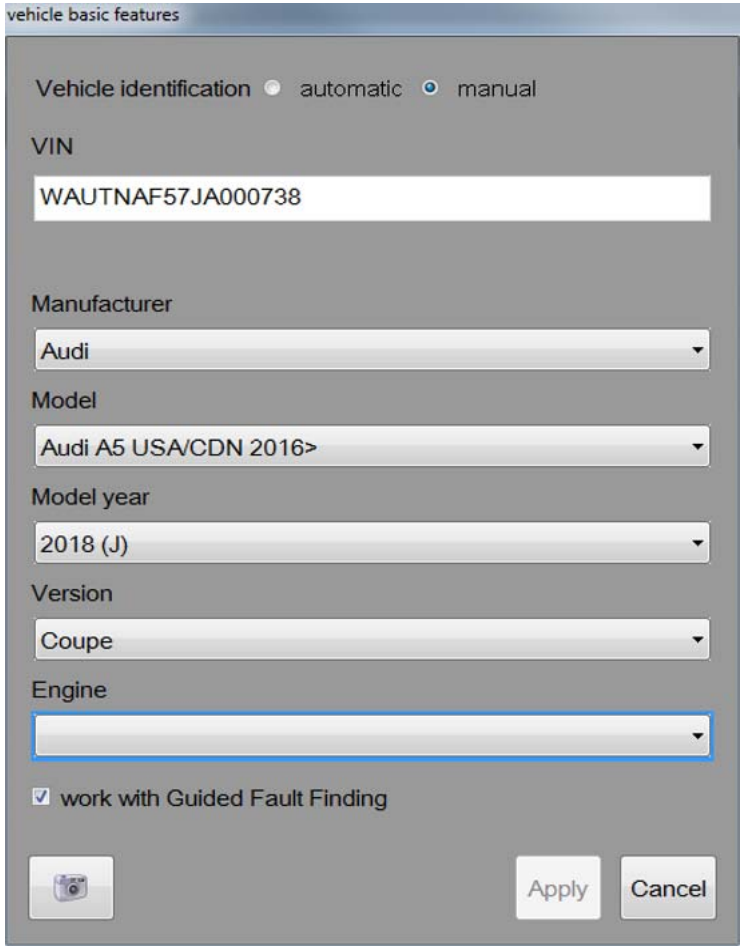
Concern:
When starting diagnosis on the vehicle there is no engine selection for the CYMC 2.0L engine

Cause:
ODIS does not yet have the CYMC engine code available for the A5

Correction:
The engine code CYMC for 2018 A5 will be available in a future ODIS version

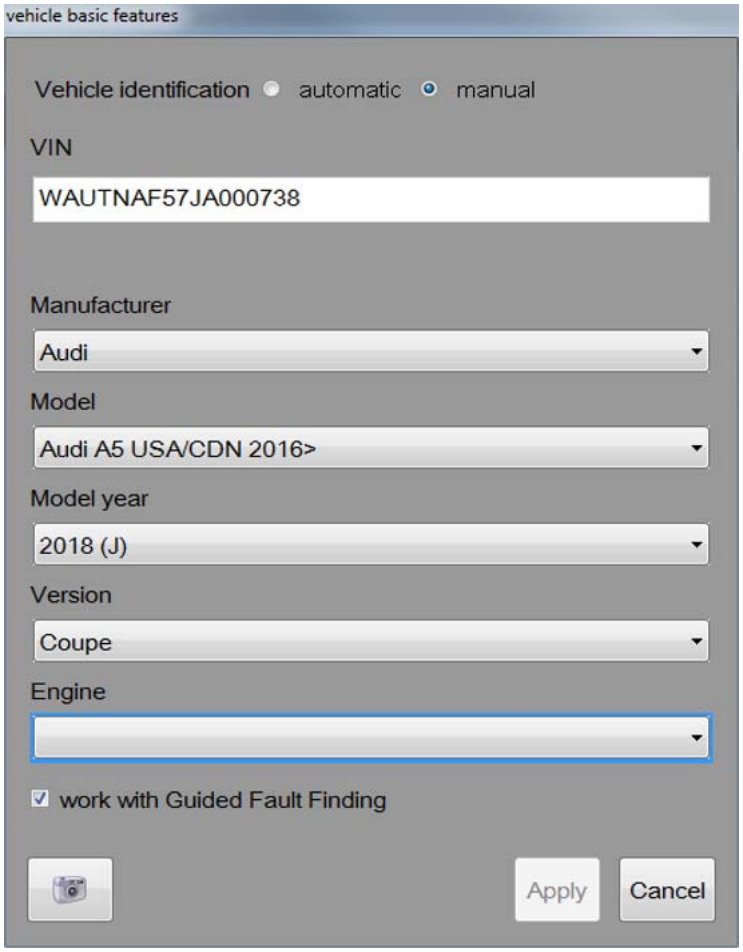
In order to perform diagnosis on the CYMC engine, the A5 may be identified as an A4 and the engine code selected there.

NOTE: Since these two vehicles are very similar and largely based on the same platform, diagnosis will be supported.

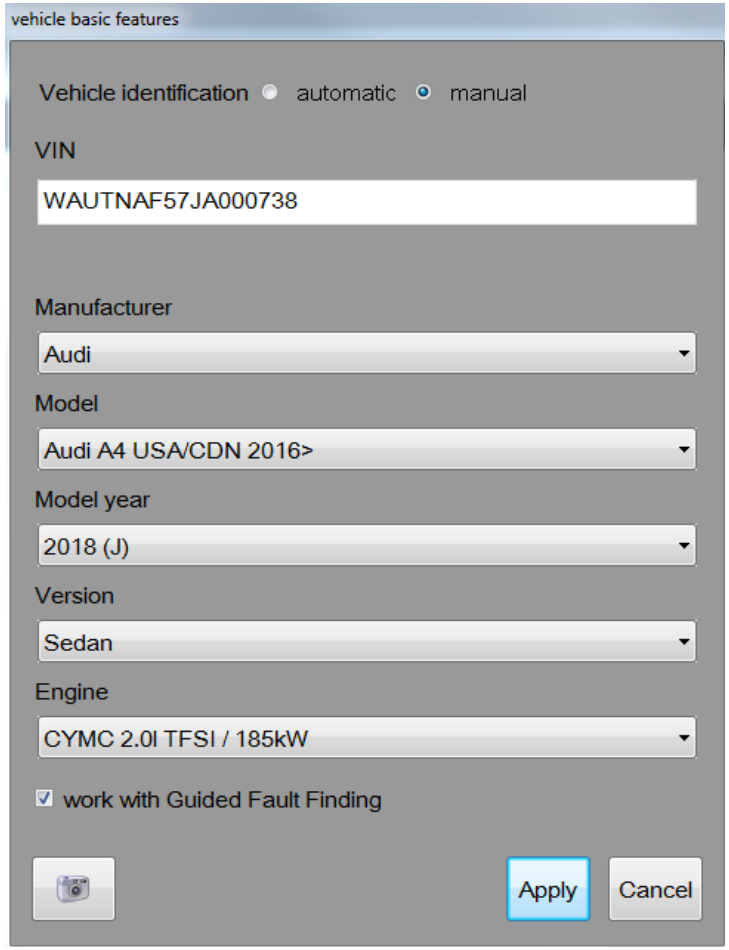


Identifying the CYMC engine code
2018 A5

No CYMC selection for the A5



CYMC selection available for the A4



TSB 2045673/1
DTC P060C00 Stored in ECM

DTC P060C00: Internal Control Module Main Processor Performance stored in ECM

For the 2016 A6 A7 3.0L TFSI CREC

- Do not replace ECM as the GFF test plan directs.
- Optimized software with improved diagnostics for the A6 and A7 is now available. See TSB 2045673 for more details

For the 2017 A8 and Q7 3.0

- SVM code to come
- Please clear the DTC and road test the vehicle to ensure the DTC does not return.
- If the fault returns, create a TAC ticket and attach the latest GFF log.

TSB 2028842/2
Checking for TD1 Detection of Unauthorized Chip tuning

- Engine tuning can degrade factory-programmed safeguards that protect the powertrain.
- These changes can also have a negative impact on emissions which may be in violation of state and/or federal law.
- The modification of these powertrain components may increase the likelihood of excessive wear and/or damage.
- Unauthorized powertrain modifications will reduced or void warranty coverage.

TSB 2028842/2
Checking for TD1 Detection of Unauthorized Chip tuning

- To detect TD1 a specified/actual or Vehicle Configuration will need to be performed. This can be done at start of diagnosis or in special functions tab of GFF.

- This should be run when major engine or transmission repairs will be performed under Warranty or Goodwill.

- If unauthorized engine tuning is detected during the specified/actual comparison, a “TD1” code is automatically populated within the Warranty Key section of Elsa.

Test step: Software Version Management (SVM)

Campaign: SELECTION

Output: For this model, a specified/actual comparison is required at the start of Guided Fault Finding. This detects incorrect codings and parameterization and can correct them. If incorrect software or hardware is found in the control modules, SVM will provide a hardware change suggestion, but additional actions must be carried out by the technician to fix these hardware conflicts. SVM will not provide automatic software updates for control modules without a SVM code. If a specified/actual is not performed, the following GFF test plans may result in faulty repairs due to incorrect control module configurations, software or hardware. If only a software update using a SVM code is being performed, the specified/actual comparison does not need to be performed.

Should a specified/actual comparison be performed?

Entry: Yes

Thank you!