

Technical Service Bulletin



90K2 UPDATE – Correction for Service Interval (NVLW)

November 28, 2017

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5 A4 Sedan A4 allroad A5 / S5 Coupe A5 / S5 Sportback	2016-2018	See ELSA	See ELSA

Condition

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

On Audi A4, A5 and Q5 vehicles manufactured within a specific period, the service interval display does not show all parameters. As a result, the number of days remaining until the next service is due are not displayed correctly.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **90K2** 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 Audi A4, A5 and Q5 vehicles manufactured within a specific period, the service interval display does not show all parameters. As a result, the number of days remaining until the next service is due are not displayed correctly.

Service

SVM Update Instructions

- Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
- Attach an appropriate battery charger to the vehicle.
- 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.

- Attach the scan tool to the vehicle using an USB cable.

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.



- Ensure the vehicle key is placed on the key symbol (reader coil) in the center console storage compartment and left there during the entire update process.



For A4 models with PR codes 9S5 or 9S7, S5 and RS5 models with PR code 9S7:

- The service interval adaption channels must be set before performing the software update.
 - o Find the date of the last inspection, last oil service or the in-service date using ELSA.
 - o Calculate the number of days since the last inspection, last oil service or the in-service date. **Example:** today's date (11/08/2017) - date of last inspection (8/18/2017) = 82 days.
 - o Using self-diagnosis, enter the calculated number of days into the following adaption channels:
 - a) "SIE: Time since inspection" (SIE_Time_from_inspection).
 - b) "Time since last time-dependent service": (FIX_Time_since_last_time-dependent_inspection).
 - o See **Appendix A** for detailed OBD instructions.
- Using Flashing, perform the update using the SVM action code, **90K2A198**.

NOTE

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

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

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 <u><i>open on the day of repair</i></u> to the repair order. If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update: ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Fax repair order to Warranty at (905) 428-4811.	
Service Number	90K2
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark Labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	Connect battery charger. Labor operation: 2706 8950 10 T.U. --AND-- Connect vehicle diagnostic tester, perform software update for Instrument Cluster. Labor operation: 9025 25 99 Time state on diagnostic protocol (max 80 T.U.)

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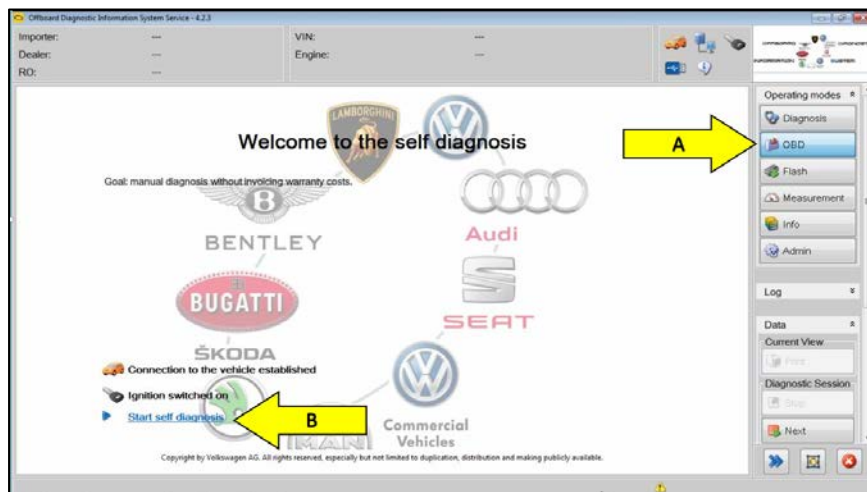


Additional Actions	Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any <i>additional required work can be done simultaneously</i> .
Verifying Vehicle Eligibility	To verify vehicle eligibility for this Update, <i>always</i> check the Elsa Campaign/Action Information screen. The Elsa system is the <i>only</i> binding inquiry and verification system; other systems are not valid and <i>may result in non-payment</i> 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.

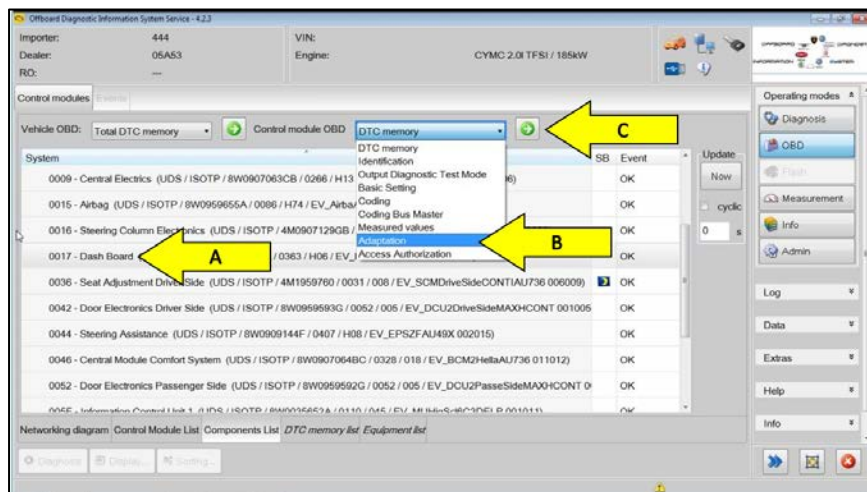
Additional Information

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.

Appendix A – Resetting Service Interval Instructions

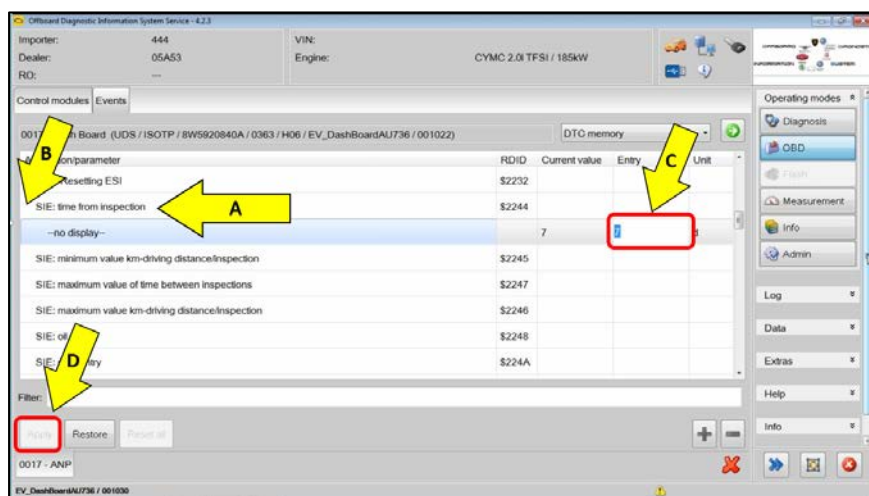


- From the ODIS home screen, highlight “OBd” <arrow A>.
- Select “Start self diagnosis” <arrow B>.

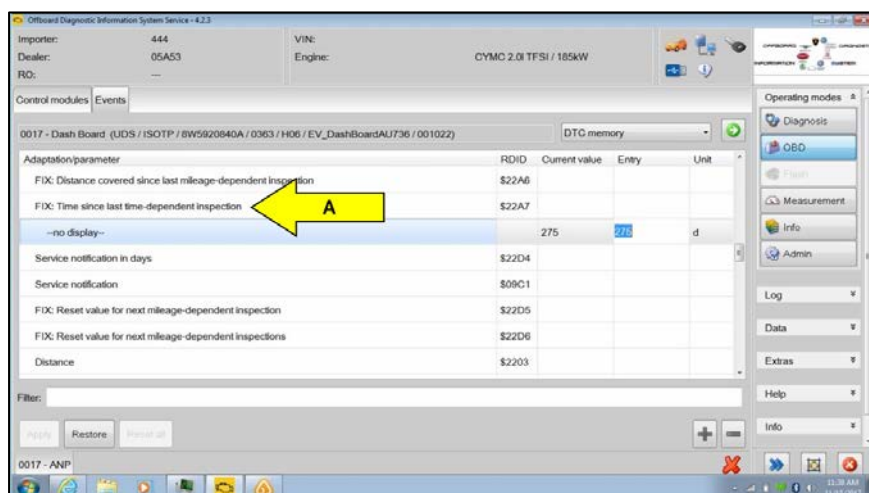


- Highlight 0017 – Dashboard <arrow A>
- From the dropdown menu, select Adaptation <arrow B>.
- Click the green forward arrow <arrow C>.

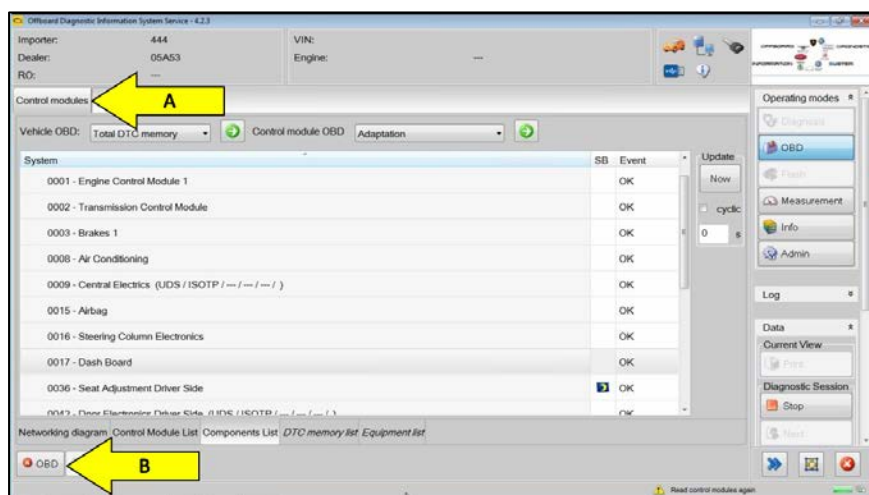
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- Locate adaption value “SIE: Time from inspection” <arrow A>.
- Click on the small arrow <arrow B> to expand the selection.
- Click on the empty box in the Entry column in the row under the adaption value <arrow C>.
- Enter the calculated value, press ENTER and select Apply <arrow D>.



- Repeat the above procedure with the same calculated value for the adaption value “FIX: Time since last time-dependent inspection” <arrow A>.



- Select the “Control module” tab <arrow A>.
- Exit “OBD” <arrow B>.