

Technical Service Bulletin



96E6 UPDATE – Q7 Update Package Traffic Sign, Unable to Start and Service Msg (NVLW)

September 08, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q7	2017	See Elsa	None

REVISION HISTORY		
Revision	Date	Purpose
1	August 22, 2017	Original publication
2	September 08, 2018	Updated photo in work instructions to reflect that the “Flash” operating mode must be used.

Condition

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

The following issues can occur on Audi Q7 vehicles manufactured within a specific period:

- Incorrect interpretation of traffic signs: In this case, the speed limit sign in the instrument cluster flashes and, if the speed assist is activated, the brakes are applied until the vehicle decelerates to the speed incorrectly detected.
- Vehicle cannot be started: the message “Hold back of key against marked area. See owner’s manual” appears in the instrument cluster.
- No “service due” message.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **96E6** 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

The following issues can occur on Audi Q7 vehicles manufactured within a specific period:

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- Incorrect interpretation of traffic signs: In this case, the speed limit sign in the instrument cluster flashes and, if the speed assist is activated, the brakes are applied until the vehicle decelerates to the speed incorrectly detected.
- Vehicle cannot be started: the message “Hold back of key against marked area. See owner’s manual” appears in the instrument cluster.
- No “service due” message.

Service

SVM Update Instructions

Criteria 01 and 02: Software Update

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. Switch on the hazard warning lights.

NOTE

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.

6. Using **"Flash"**, perform the update using the SVM action code, **96E6A080**.
7. After the Flashing test plan has completed upload log online.

NOTE

The ignition must be switched off and on again before the event memory is erased.

Criteria 03: Software Update

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 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 03: 8S0 906 961 Q
6. Using Flashing, perform the update using the SVM action code, **96E6B080**.
7. 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 *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	96E6	
Damage Code	0099	
Parts Vendor Code	002	
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90	
Causal Indicator	Mark Labor as causal part	
Vehicle Wash/Loaner	Do not claim wash/loaner under this action	
Criteria I.D.	All (Claim only once)	
	Connect battery charger. Labor operation: 2706 8950 10 T.U.	
Criteria I.D.	01	
	Connect vehicle diagnostic tester, perform software update. Labor operation: 9638 2599 Time state on diagnostic protocol (max 110T.U.)	
Criteria I.D.	02	
	Connect vehicle diagnostic tester, perform software update. Labor operation: 9035 2599 Time state on diagnostic protocol (max 50T.U.)	

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Criteria I.D.	03
	<p>Connect vehicle diagnostic tester, perform software update with SD card.</p> <p>Labor operation: 6028 2599 Time state on diagnostic protocol (max 50T.U.)</p>

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.