Technical Service Bulletin

24DB UPDATE – TCM Software (FED_EMS)

August 10, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2017	See ELSA	See ELSA

REVISION HISTORY		
Revision	**Date**	**Purpose**
1	September 04, 2017	Original publication
2	August 10, 2018	Updated photo in work instructions to reflect that the "Flash" operating mode must be used.

Condition

This Update has been proactively released to accommodate for the following condition in the vehicle:

- Correct software error for DTC P0607.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **24DB** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the Federal Emissions 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

Due to software error, the DTC P0607 could not be erased from Mode$0A.

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Service

SVM Update Instructions

ⓘ **NOTE**
• The VAS6154 or VAS5055 are the preferred diagnostic heads. Using the VAS5054 may cause a SVM failure that could result in control module failure.
• When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

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.
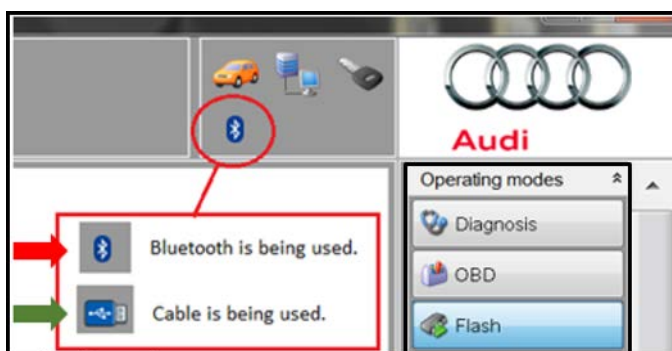
6. Using *"Flash"*, perform the update using the SVM action code, **24DBA064**.

ⓘ **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 to GFF Paperless.

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Audi

Warranty

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>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	24DB
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.	A3
	Connect battery charger. Labor operation: 2706 8950 10 T.U. **--AND—** Connect vehicle diagnostic tester, perform software update for Engine Control Module. Labor operation: 2470 2599 Time state on diagnostic protocol (max 40T.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 *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.