

# Technical Service Bulletin



## 45E3 UPDATE – Software Update Package (NVLW)

August 10, 2018

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

REVISION HISTORY		
Revision	Date	Purpose
1	November 22, 2016	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 prevent the following condition from occurring in the vehicle:

On certain Audi A4 vehicles manufactured within a specific period, a software update package for the ESP control unit and instrument cluster has been prepared.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **45E3** 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 certain Audi A4 vehicles manufactured within a specific period, a software update package for the ESP control unit and instrument cluster has been prepared.

## Service

### SVM Update Instructions

1. Place the vehicle key on the key symbol in the center console storage compartment and keep it there during the entire update process.



2. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions*.
3. Attach an appropriate battery charger to the vehicle.
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, **45E3A300**.

#### 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.

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## Criteria 01 – ESP Control Unit

The following work must be performed after the software update for the ESP control unit.

1. Check tire pressures and adjust if necessary.
2. Switch ignition off and on again.
3. Store tire pressure in MMI.

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## 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.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.

<b>Service Number</b>	45E3	
<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>Vehicles may have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.</b>		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action	
<b>Criteria I.D.</b>	01 or 02 (Claim only once)	
	Connect battery charger. Labor operation: 2706 8950	10 T.U.
<b>--AND--</b>		
<b>Criteria I.D.</b>	01	
	Connect vehicle diagnostic tester, perform software update for ESP control unit. Labor operation: 4562 2599	Time state on diagnostic protocol (max 45TU)
	-and-	
	Check tire pressures and store in MMI. Labor operation: 4440 0699	6 TU
<b>--AND/OR--</b>		

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Criteria I.D.	02
	<p>Connect vehicle diagnostic tester, perform software update for instrument cluster.</p> <p><b>(PR number 9S7)</b> Labor operation: 9025 2599      Time state on diagnostic protocol (max 75TU)</p> <p><b>-OR-</b></p> <p><b>(PR number 9S5)</b> Labor operation: 9025 2699      Time state on diagnostic protocol (max 45TU)</p>

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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.