Technical Service Bulletin

51G2 UPDATE – Software Update for Rear Lid Electronics (NVLW)

August 8, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018	See ELSA	See ELSA

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle: The power-operated rear lid may open again immediately after the closing operation.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **51G2** 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 Q5 vehicles manufactured within a specific period it is possible that the power-operated rear lid may open again immediately after the closing operation.

Technical Service Bulletin

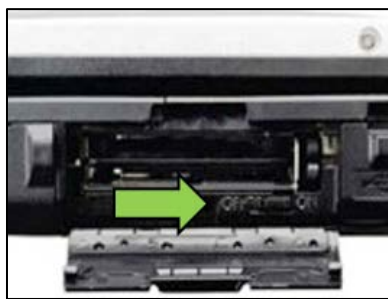**Audi**

SVM Update Instructions

> ⓘ **NOTE**
>
> **Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**
>
> ✓ **The ODIS software is completely up to date.**
>
> - Refer to the "Alerts" section on ServiceNet home page for the current ODIS version.
>
> ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
>
> - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
>
> ✓ **The screen saver and power saving settings are off.**
>
> - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
>
> ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
>
> - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
>
> ✓ **Flash process through "Audi Flashing" not Guided Fault Finding (GFF).**
>
> - DO NOT USE Guided Fault Finding (GFF) to perform this flash. Using GFF will cause the flash to take longer. Requests for additional time will not be considered.
>
> ✓ **If using a Bluetooth transmitter head, it is connected to the tester with a USB cable.**
>
> - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module.
> It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
>
> ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**
>
>
>
> | **VAS 6150 & VAS 6150A** | **VAS 6150B** | **VAS 6150C** |
> |---|---|---|
> | (Front panel behind handle) | (Right side behind WIRELESS door) | (Left side behind SC/EX door) |

Technical Service Bulletin

Audi

> ⚠️ **WARNING**
>
> Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

> ℹ️ **TIP**
>
> To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions.*
>
> The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery or underhood charging posts.

> ⓘ **NOTE**
>
> When connecting the charger directly 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.
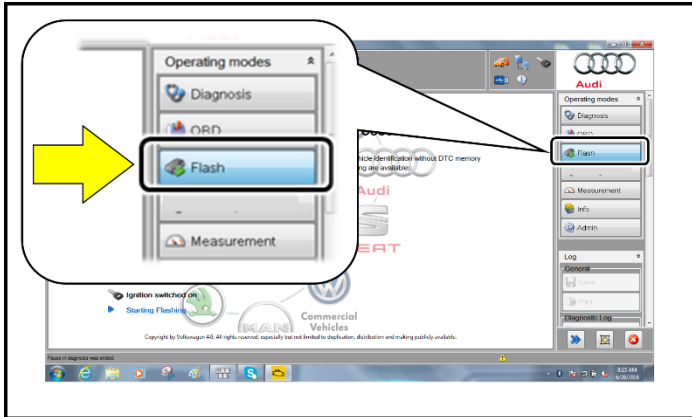
- Switch on the hazard warning lights.

> ⚠️ **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.

- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.

- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - o If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
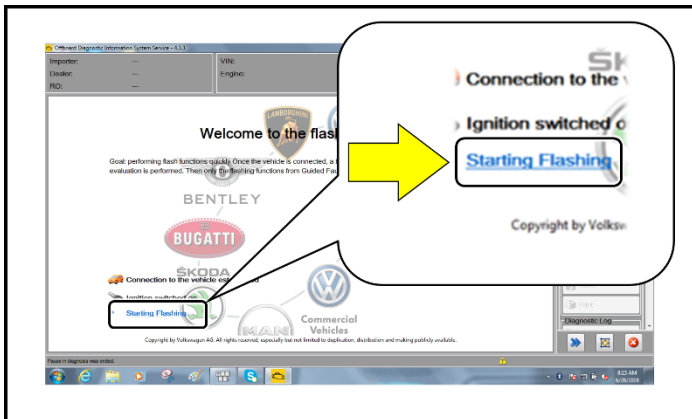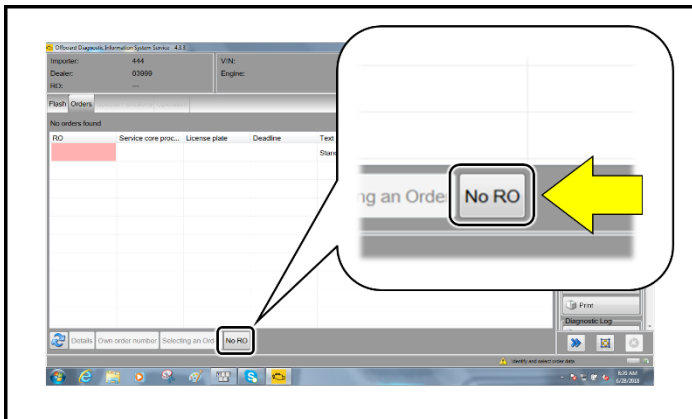

Technical Service Bulletin

- From the home screen of the scan tool highlight "**Flash**" <1>.

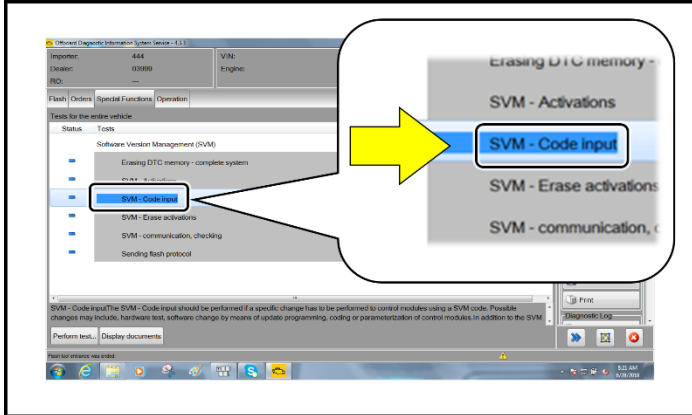- Follow the on-screen prompts.

> ⚠ **NOTE**
>
> Operating mode "Flash" must be used. Performing this software update using "Diagnosis" (Guided Fault Finding) could result in non-payment of the claim.
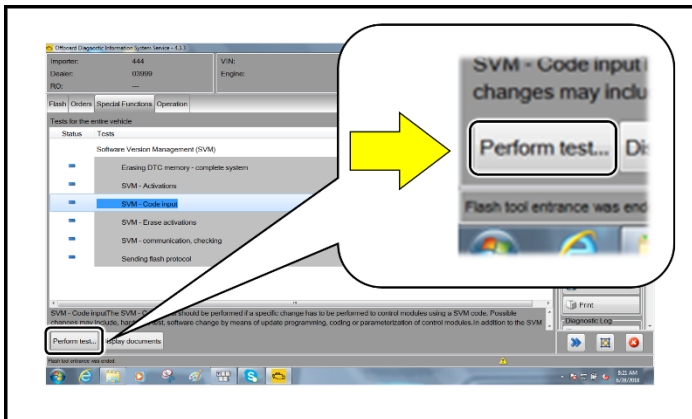

- Select "Starting Flashing" and follow the on-screen prompts.

- Select "No RO".

- Highlight "SVM – Code Input".

- Select "Perform test".

> ⓘ **NOTE**
>
> *Using __Bluetooth__ for this action is __PROHIBITED__!*
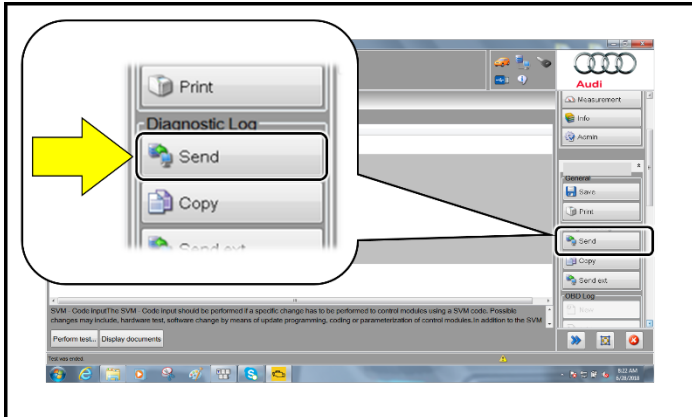>
> Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.
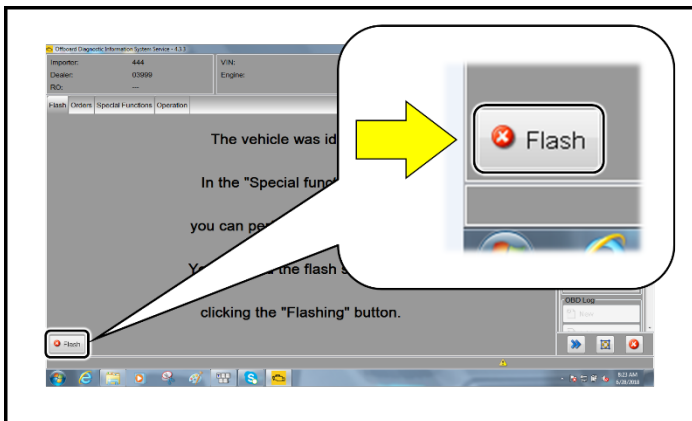
SVM code
51G2A700

- Select "Accept" <arrow>.
- Follow the on-screen prompts.

- After receiving confirmation that the flash completed successfully, select "Send" <arrow> to send the diagnostic protocol online.

- Follow the on-screen prompts.

- Click "Flash" <arrow> to exit the flash session.

Technical Service Bulletin

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.

Service Number	51G2
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.	01
	Connect battery charger. Labor operation: 2706 89 50 10 T.U. -AND- Perform software update for rear lid control unit. Labor operation: 5568 25 99 Time stated on diagnostic protocol (Using Flash Only)

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.