


Release Date	04/08/2020	Technical Service Bulletin	
97ED UPDATE Convenience System Update (auto-lock) – (NVLW)			

Applicable Vehicles			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
e-tron Quattro	2019	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa
Q8	2020		

Revision History		
Revision	Date	Purpose
1	April 08, 2020	Original publication

Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	The “Auto Lock” function, which locks the vehicle at speeds over 9 mp/h (15 km/h), may be deactivated on delivery from the factory.


This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **97ED** 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.

Remedy

Criteria	Remedy
01	Update Comfort System Central Control Module – 0046 AND perform OBD basic settings for Comfort System Central Control Module

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Service

NOTE:

- Elsa is the only valid inquiry/verification source. Check Elsa on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an Elsa printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in Elsa, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.


Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1
EXAMPLE	

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.


TIP

On the date of repair, print this screen and keep a copy with the repair order.







- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All Safety Recalls must be completed prior to completing this Update.**


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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.
- 
The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.
 - Performing a software update using a Bluetooth or WiFi 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 or WiFi.

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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!

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.

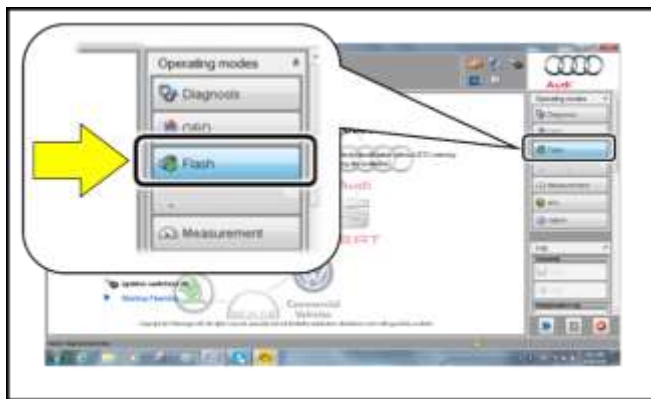
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.

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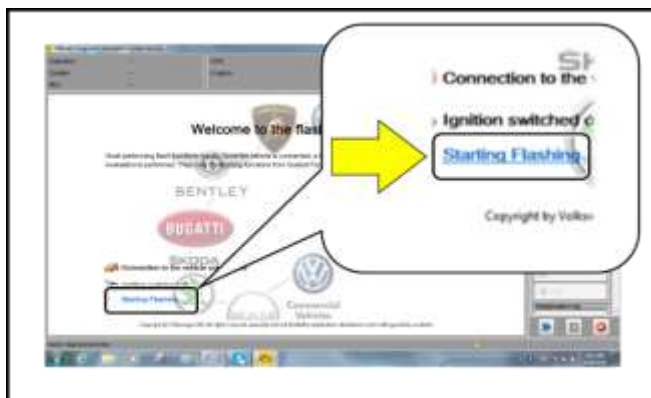
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

NOTE

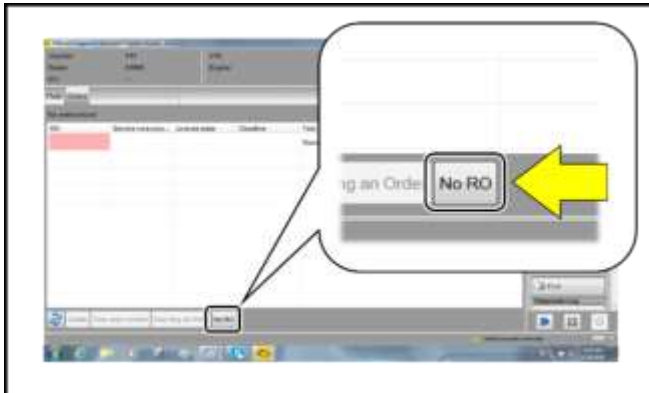
Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



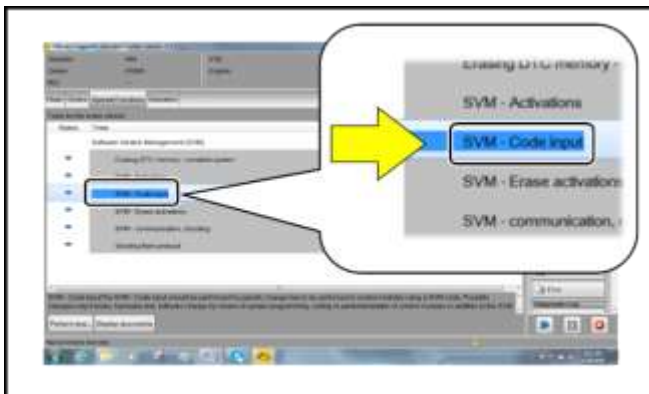
- Select “Starting Flashing” and follow the on-screen prompts.

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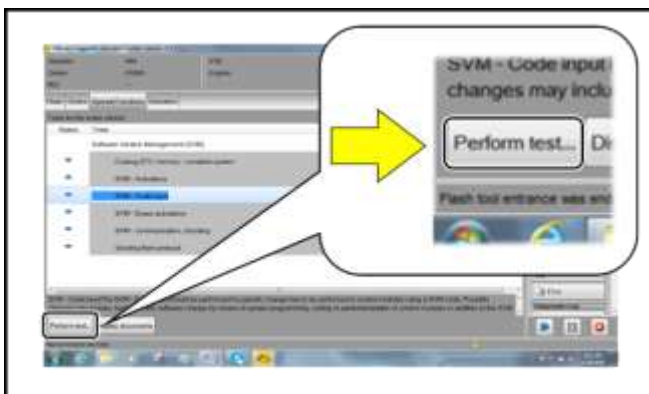
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- Select "No RO".



- Highlight "SVM – Code Input".



- Select "Perform test".

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NOTE

Using Bluetooth or WiFi for this action is PROHIBITED!

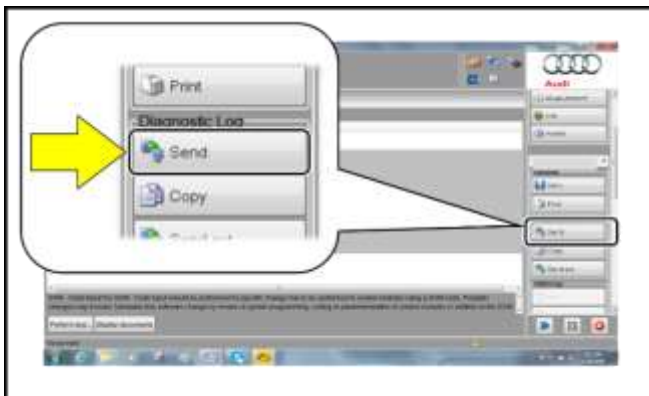
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

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

SVM code

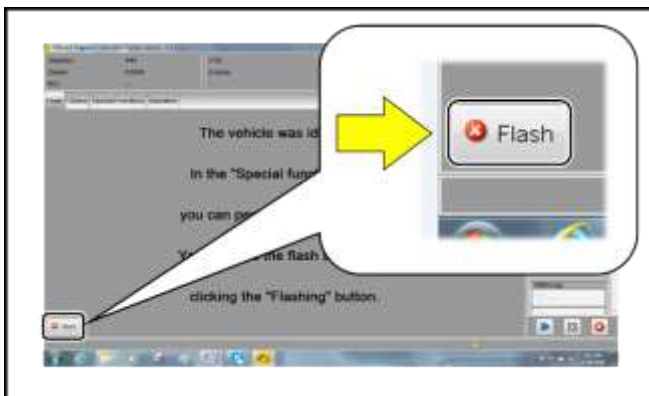
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- Select "Accept" <arrow>.
- Follow the on-screen prompts.



- 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.

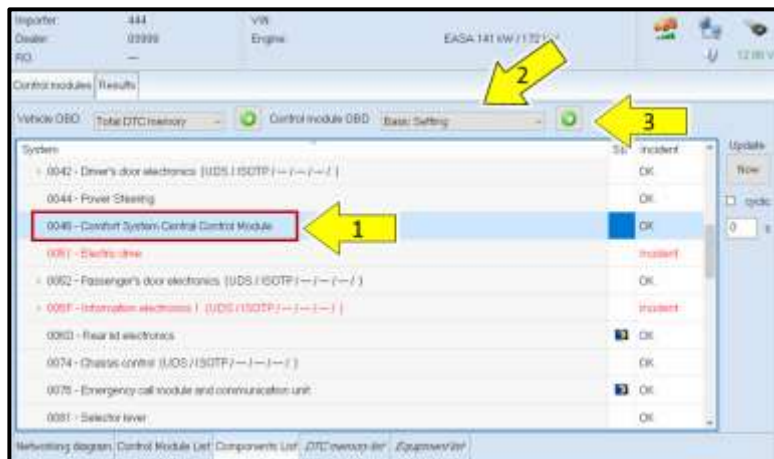
TIP

Various event memory entries may be generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the update in order to clear the faults.

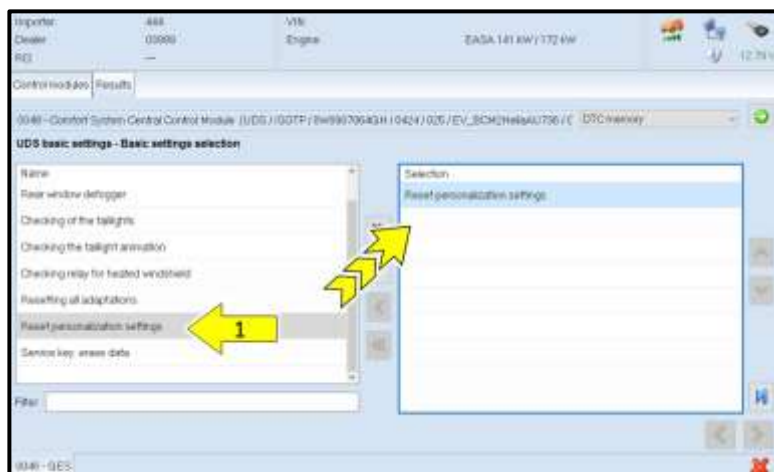
To put the vehicle in bus sleep mode, disconnect the diagnostic tester, remove the key from the vehicle and lock the vehicle with the remote for 5 minutes.

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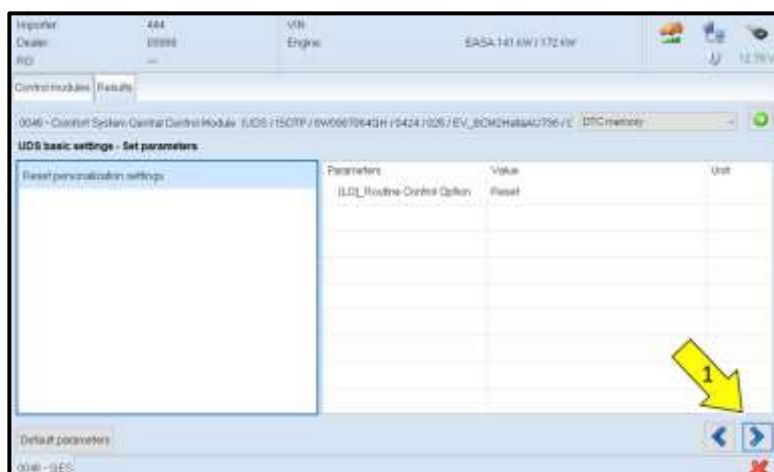
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- Perform the basic setting using Vehicle Self Diagnosis via OBD.
- Highlight 0046 – Comfort System Central Control Module <arrow 1>.
- Select Basic Setting from the Control module OBD drop down menu <arrow 2>.
- Click the green arrow <arrow 3>.



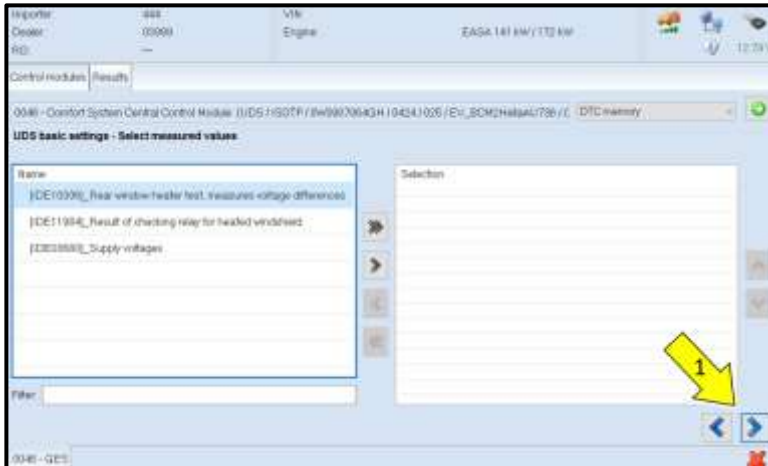
- Locate and double click on the *Reset personalization settings* basic setting <arrow 1>.
- The selection will then move to the *Selection* box on the right.



- Click on the *blue forward arrow* <arrow 1>.

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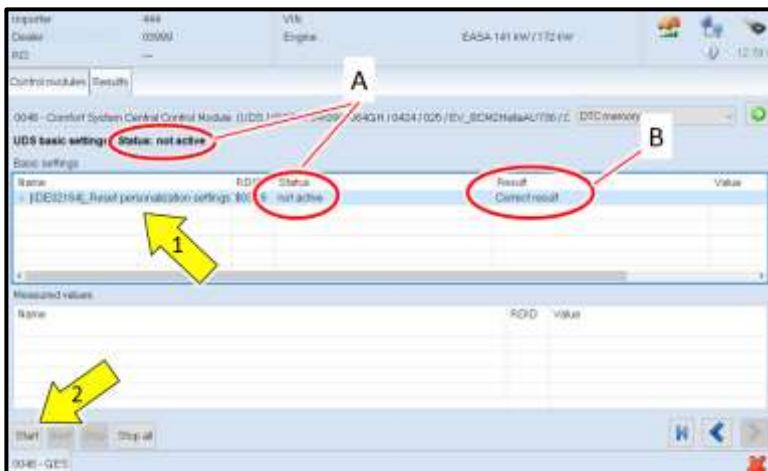
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- Click on the *blue forward arrow* <arrow 1>.

TIP


NO measured values (from the box on the left) need to be moved to the selection box on the right.



- Ensure the basic setting is highlighted <arrow 1>.
- Click on *Start* <arrow 2>.
- The Status <A> will briefly change from *not active* to *active*.
- The *Result* will display *Correct result* when complete.
- Clear all faults.
- Exit OBD.
- Work is complete.**


NOTE

Any central locking system settings already selected by the user (e.g. "Unlock doors", "Long press to open windows," etc.) will be reset to the factory defaults.

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Warranty

Claim Entry Instructions			
<p>After Update 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>open on the day of repair</u> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> ✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure. 			
Service Number	97ED		
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		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	5789 25 99	Time stated on diagnostic protocol	Update comfort system central control module software
	5789 26 99	10	Perform comfort system central control module basic settings

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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.

Required Special Tools

	Battery Tester/Charger - GRX3000VAS- (or equivalent)		Diagnostic Tester -VAS6150X/VAS6160X- (or equivalent)
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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.