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72K6 UPDATE Service Package – (NVLW)				

Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	RSQ8	254
USA	2019	2020	Q8	23,950
USA	2019	2020	A7	7,264
USA	2020	2020	A6 ALLROAD	763
USA	2019	2020	A6	24,583

Revision History

Revision	Date	Purpose
1	September 16, 2020	Original publication
2	March 23, 2021	Added instruction to verify seat memory functionality


Topics

Topic	Models Affected	Topic Details
1	ALL	Front seats entry assistance sporadically inoperative
2	ALL	Adaptive Cruise Assist is not available
3	Q8/RSQ8	Front parking aid provides false warnings.
4	A6 Variants/A7	Central locking/parking brake warning, alarm and exterior mirror issues


CRITICAL REPAIR INFORMATION

 **STOP!** 

Operating mode “Diagnosis” will be used for this action. Faults will set in various control modules during the update. Using “Diagnosis” will allow the update to be performed and all update related faults to be addressed on one diagnostic session.

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Topic	Conditions
1	After opening the driver and/or front passenger door, the driver and/or front passenger seat sporadically moves to an implausible position.
2	<p>The adaptive driving assistance is not available or cannot be activated. One of the following DTCs may be stored in the control module for laser scanner, J1122 (address word 00CD):</p> <ul style="list-style-type: none"> DTC C12EBF1 (laser for adaptive cruise control, malfunction) with symptom code 11546627 <p>OR</p> <ul style="list-style-type: none"> DTC C12EB92 (laser for adaptive cruise control, malfunction) with symptom code 11546631 and/or 11546632
3	The parking aid system gives false warnings from the front sensors without any object in the vicinity.
4	<p>The message "Central locking malfunction!" or "Parking brake malfunction!" appears in the instrument cluster.</p> <p>The alarm goes off when opening the vehicle with the Advanced key.</p> <p>Exterior mirror adjusts downwards when backing up, but does not return to its original position upon leaving the reverse gear.</p> <p>One or more of the following DTC(s) may be stored relating to the driver door control module, J386 (address word 0042), ABS control module, J104 (address word 0003), front passenger door control module, J387 (address word 0052), and/or a rear door control modules J388 or J389 (address word 00BB or 00BC):</p> <p><u>Driver door control module:</u></p> <ul style="list-style-type: none"> DTC B122D29 (locking unit for central locking - implausible signal). <p><u>ABS control module:</u></p> <ul style="list-style-type: none"> DTC U122800 (Driver door control unit implausible). <p><u>Front passenger door control module:</u></p> <ul style="list-style-type: none"> DTC B122D29 (locking unit for central locking - implausible signal). <p><u>Rear door control modules:</u></p> <ul style="list-style-type: none"> DTC B14FF29 (Motor for child lock, implausible signal). DTC B122D29 (locking unit for central locking - implausible signal).

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Topic	Technical Background
1	While the seat moves during Entry Assistance, a brief action by the driver/passenger (e.g. applying the brakes, pushing against the footrest) causes a voltage peak in the seat control module. As a result, the overload limit is activated, causing the seat to reverse its direction of movement.
2	The conversion of the windshield diagnostic strategy, from the windshield's heat resistance value to the laser scanner's internal reflections, is not effective.
3	The sensitivity in the license plate area is too high.
4	Software issues lead to the listed conditions.


Remedy

Topics	Remedy
ALL	Update the necessary control modules.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **72K6** 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.

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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	

Campaign/Action	Start	Designation
3 →	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -
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.

CRITICAL REPAIR STEP

STOP STOP! STOP

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- All Safety Recalls must be completed prior to completing this campaign.

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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.
- ✓ **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.

TIP

As a best practice, customer presets should be documented prior to performing any update in the event these settings are lost during the update.

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NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

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) IN POWER SUPPLY MODE 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.

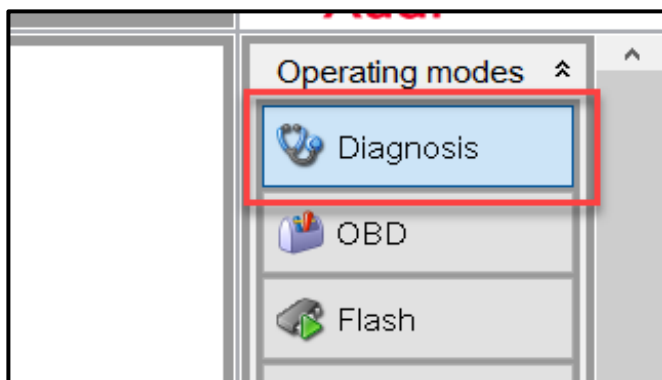
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.

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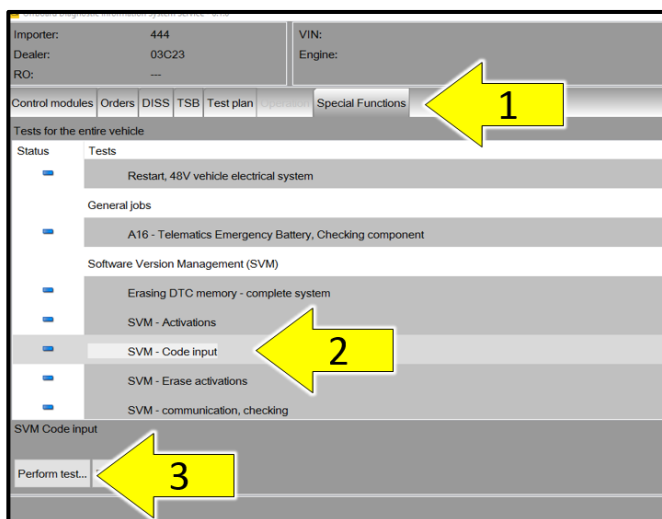
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.




- From the home screen of the scan tool highlight “Diagnosis” and perform a full GFF diagnostic scan.
- Follow the on-screen prompts.

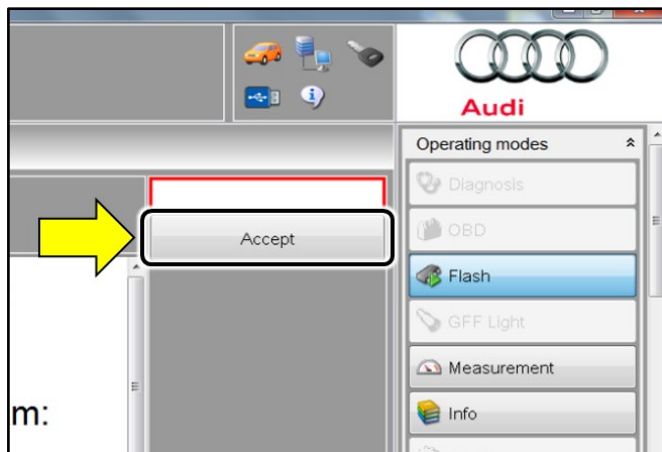
NOTE

Operating mode “Diagnosis” must be used. Faults will set in various control modules during the software update. Using “Diagnosis” will allow the update to be performed and all update related faults to be addressed on one diagnostic session.



- After the diagnostic scan is complete:
 - Select the “Special Functions” tab <1>.
 - Select “SVM Code Input” <2>.
 - Select “Perform test...” <3>.
- Follow the on screen prompts.

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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 update process is not covered.

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

SVM code

72K6A924


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

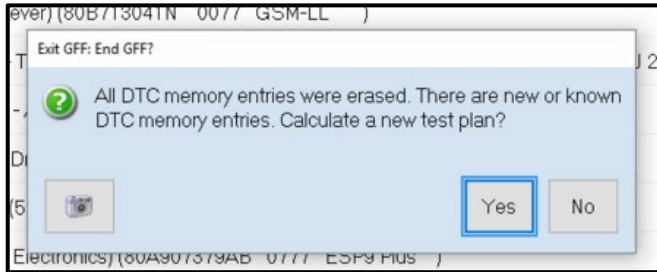
! NOTE

STOP!

This extra ignition cycle step must be followed, otherwise faults stored during the update may not be cleared upon exiting the Diagnosis program.

- After receiving confirmation that the update completed successfully, the ignition must be turned off for 60 seconds and then turned back on.

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- Exit Guided Fault Finding.
- Upon exiting Guided Fault Finding, the program will rescan all control modules for faults. Various basic setting or adaptation faults may set due to the software update (seat basic setting and adaptation, for example).
- When prompted with the message regarding “new or known DTC memory entries,” select “Yes” and follow the newly populated test plans for resetting basic settings and adaptations.

TIP

Various event memory entries may be generated after the update 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.

IMPORTANT REPAIR STEP



RISK OF REPEAT REPAIR

After completing the update, verify that the seat memory function operates for both front seats (if applicable). The seat memory basic setting may be lost during the update process and may have to be re-adapted.

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Warranty


Claim Entry Instructions 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. If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update: <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	72K6		
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
	7287 25 99	Time stated on diagnostic protocol	Perform control module update

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.

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Required Special Tools

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