



Technical Service Bulletin

96 Lane departure warning and/or steering wheel vibration is deactivated after an ignition cycle

96 21 67 2062888/2 April 30, 2021. Supersedes Technical Service Bulletin Group 96 number 21-66 dated April 8, 2021 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q3	2020	All	Multifunction camera
Q3	2021	000001 - 061998	Multifunction camera

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Added MY20)
1	04/09/2021	Initial publication

Customer states:

- The lane departure warning system and/or the steering wheel vibration for the lane departure system deactivate themselves after an ignition cycle.

Workshop findings:

- No relevant DTCs are stored in the front camera for driver assistance systems, R242 (address word 00A5) and no warning messages are shown in the instrument cluster.

Technical Background

A software issue can cause the lane departure warning system to forget its last mode settings.

Production Solution

New Target Data Container is updated with optimized software.



Technical Service Bulletin

Service

SVM Update Instructions

1. Follow all instructions in TSB 2011732: *00 Software Version Management (SVM), operating instructions.*
2. Update the front camera for driver assistance systems, R242 (address word 00A5) using the SVM action code as listed in the table below, if necessary:

Model	Old Target Data Container Number	Old Target Data Container Version	New Target Data Container Number (or higher)	New Target Data Container Version (or higher)	SVM Code Input
Q3	83A909466A	*	83A909466E	0003	A5A013
	83A909466E				
	83A909466D	*	83A909466G	0001	

3. Perform a vehicle bus sleep cycle.

Warranty

Claim Type:	<ul style="list-style-type: none">• 110 up to 48 Months/50,000 Miles.• If the vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	9638		
Damage Code:	0040		
Labor Operations:	Software Update (Includes checking for DTCs)	0151 0000	Time stated on the diagnostic protocol (Max 25 TU)
Diagnostic Time:	GFF	No allowance	0 TU
	Road test prior to the service procedure	No allowance	0 TU
	Road test after the service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2062888/2		



Technical Service Bulletin

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2011732, *00 Software Version Management (SVM), operating instructions*.

All part and service references provided in this TSB (2062888) are subject to change and/or removal. Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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