

Release Date	5/20/2021	Technical Service Bulletin		
9403 UPDATE				
Calibrating Digital Matrix LED Headlamps– (NVLW)				

Applicable Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	E-TRON SPORTBACK QUATTRO	207
	2021	2021	E-TRON QUATTRO	174

Revision History

Revision	Date	Purpose
1	May 20, 2021	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	<p>The coming home feature display from the Digital Matrix LED headlamps may be misaligned.</p> 

Remedy

Criteria	Remedy
01	Adjust both front headights

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **9403** 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.

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

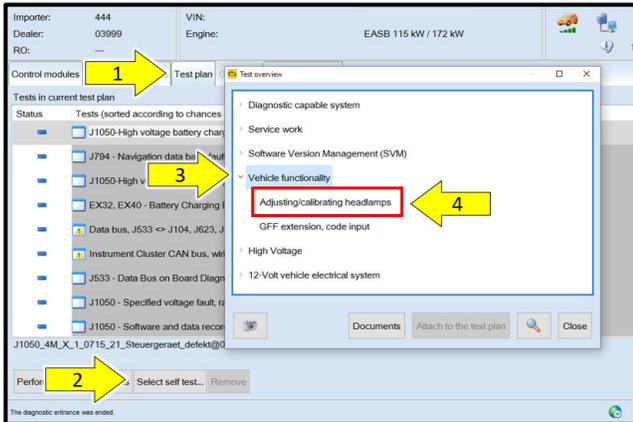
STOP! STOP!

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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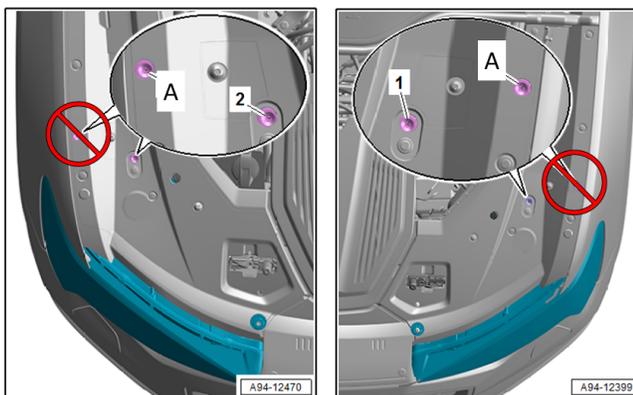
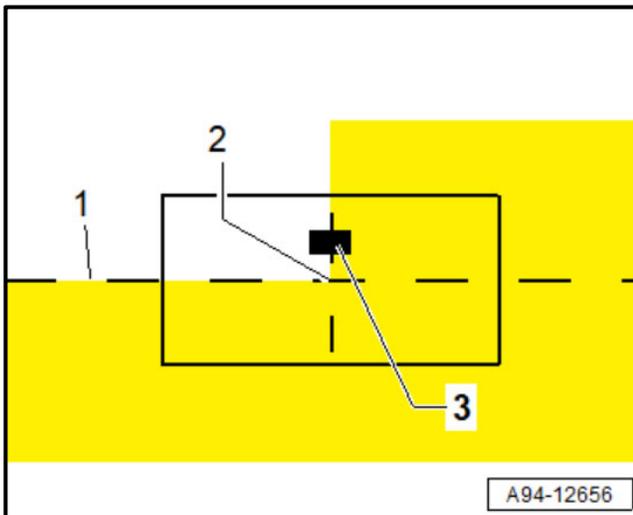


- Perform a GFF Diagnostic scan.
- Perform the Guided Functions test plan for adjusting/calibrating headlamps:
 - Select the test plan tab <1>.
 - Select “Select self test...” <2>.
 - Open the dropdown menu for “Vehicle functionality” <3>.
 - Select the test plan “Adapting/calibrating headlamps” <4>.

- The test plan will instruct you to adjust the headlights.

- Adjust both front headlights according to the ELSA Repair Manual:

- ELSA Repair Manual: *Repair manual* > *Electrical System* > *Electrical Equipment* > *94 Exterior Lights, Switches* > *Headlamps* > *Headlamp, Adjusting* > *Digital Matrix LED Headlamp, Adjusting / Calibrating, all (Only North American Market Version)*


⚠ CRITICAL REPAIR STEP


The ELSA repair manual mentions adjusting the horizontal adjustment screws <A>.

The caps on the horizontal adjustment screws must remain in place.

Horizontal adjustments MUST NOT BE MADE!!

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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:			
✓ <u>U.S. dealers</u> : Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.			
Service Number	94O3		
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
	9415 16 99	20	Adjust Front Headlights
	0150 00 00	Time stated on diagnostic protocol	GFF Operations

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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.

Required Special Tools

	<p>Headlight Aimer - Image Processing</p> <p>-621001US-</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.