

Service Action

Code: 27K2



Audi

REVISION

| Subject | 12V Battery Control Module Software | | | | | | | | | | | | | | | |
|---------------------------------|--|-------------------|----------------------|-------------------|---------|---------------|-----|------|------|-----------|-------|-----|------|------|-----------|-----|
| Release Date | February 22, 2023 | | | | | | | | | | | | | | | |
| REVISION SUMMARY | Information about required voltage added to work instructions | | | | | | | | | | | | | | | |
| Affected Vehicles | <table border="1"><thead><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr></thead><tbody><tr><td>USA</td><td>2022</td><td>2022</td><td>E-TRON GT</td><td>3,453</td></tr><tr><td>CAN</td><td>2022</td><td>2022</td><td>E-TRON GT</td><td>395</td></tr></tbody></table> <p><i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i></p> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. | Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count | USA | 2022 | 2022 | E-TRON GT | 3,453 | CAN | 2022 | 2022 | E-TRON GT | 395 |
| Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count | | | | | | | | | | | | |
| USA | 2022 | 2022 | E-TRON GT | 3,453 | | | | | | | | | | | | |
| CAN | 2022 | 2022 | E-TRON GT | 395 | | | | | | | | | | | | |
| Problem Description | On Audi e-tron GT vehicles manufactured within a specific period, the 12V battery may be discharged completely in isolated cases due to a software issue in the 12V battery control module. | | | | | | | | | | | | | | | |
| Corrective Action | Update the 12V battery control module software. | | | | | | | | | | | | | | | |
| Code Visibility | On or about February 17, 2023, the campaign code was applied to affected vehicles. | | | | | | | | | | | | | | | |
| Owner Notification | Owner notification will take place in February 2023. Owner letter examples are included in this bulletin for your reference. | | | | | | | | | | | | | | | |
| Campaign Expiration Date | This campaign expires on March 01, 2028 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this repair will apply. | | | | | | | | | | | | | | | |
| Additional Information | Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> . | | | | | | | | | | | | | | | |

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

| | | | |
|----------------------------|--|------------------------------------|--------------------------------|
| Service Number | 27K2 | | |
| 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 |
| | 6644 19 50 | SEE ELSA | Remove+Install Cowl panel trim |
| | 2706 89 50 | 10 | Connect battery charger |
| | 0151 00 00 | Time stated on diagnostic protocol | Perform software update |

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 27K2 - 12V Battery Control Module Software

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On Audi e-tron GT vehicles manufactured within a specific period, the 12V battery may be discharged completely in isolated cases due to a software issue in the 12V battery control module.

What will we do? Your authorized Audi dealer will update the 12V battery control module software. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you **free of charge only until March 01, 2028**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 27K2 - 12V Battery Control Module Software

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Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Required Tools



Battery Tester/Charger
-VAS5908-
(or equivalent charger with
a current rating of at least
90A)



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

| 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



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.**

Proceed to Section B

NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

Section B – Repair Procedure

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.

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!

▲ IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *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.

▲ IMPORTANT

Service Action 93P9 must be performed before completing this software update.

▲ CRITICAL REPAIR STEPS



Before starting programming, it is essential to perform the following actions for the -VAS5908- battery charger.



Switch it off and back on again. The battery charger's default setting will switch the charger off automatically after a period of time if it not switched off and back on.

The battery charger's display must have switched off before it is restarted.

Operate it in charging mode.

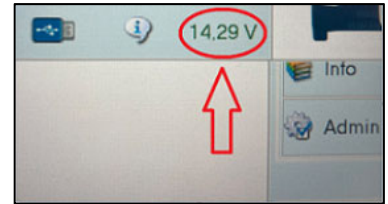
Set it to a charging voltage of **14.8 Volt** (access code 6161 may be necessary, or activate DIAG+ mode by pressing and holding the select button if the charger has not been connected to the battery or has not been started). Refer to the battery charger owner's manual for further information. **DO NOT** change any settings that will damage the charger or the vehicle.

If the software update is performed with an insufficient charging voltage, damage to one or more control units may occur.

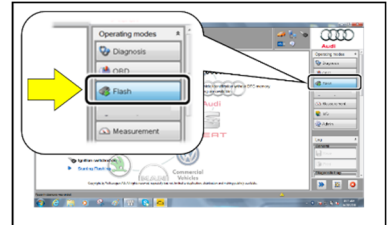
After the software update has been performed, the battery charger must be restored to the original voltage value.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.

- Only start software update when voltage is above 14V according to ODIS tester.



- Use operating mode, FLASH.
- Select "SVM – Code Input".
- **Ensure charger is set to charging voltage of 14.8V; voltage shown in ODIS must be over 14V.**
- Enter SVM code **27K2A308** and follow the on screen prompts.
- When exiting the FLASH program, ensure the diagnostic log is sent to GFF Paperless.
- **After the software update has been performed, the battery charger must be restored to the original voltage value.**



After work is complete, Proceed to Section C

Section C – Campaign Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

OR

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).