



Technical Service Bulletin

00 Q4 ME 3.5 Software update instructions

00 24 88 2074069/2 July 5, 2024. Supersedes Technical Service Bulletin Group 00 number 24-86 dated June 17, 2024 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q4 e-tron, and Q4 Sportback e-tron	2022 - 2023	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised <i>Service</i> (Revised notice)
1	06/17/2024	Initial publication

 **CAUTION**

- This TSB describes the software update procedure for Q4 ME 3.5 only.
- Please do not use this TSB unless you are referred to it by another TSB.
- Warranty accounting instructions are included in the respective referring TSBs.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

 **WARNING**

Applies to vehicles with high-voltage components:



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- To prevent the high-voltage battery from charging during the software update, the high-voltage charging cable on vehicles with high-voltage components must be unplugged **BEFORE** the SVM code is entered.
- Please note that charging the high-voltage battery during a software update can cause damage to the high-voltage components.



NOTICE

A software update of multiple control units is about to be performed on the vehicle. Please inform the customer that:

- Retrofits / Modification installed by third party vendors or the customer that have not been documented with the Audi backend systems may be reverted to their default configuration and may not function correctly after the update.
- Audi AG, Audi of America, or the dealership performing the update will not accept any liability for non-genuine retrofits or modifications that are damaged or rendered inoperable due to this software update, nor will Audi AG, Audi of America or the dealership be liable for any damage to the vehicle should the customer decide not to go forward with the software update.
- Please take note of this in the repair order documentation and have the customer sign the repair order containing this disclaimer.

Software update instructions

Preparations

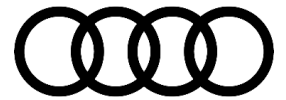
- Connect a suitable 12V battery charger to the vehicle. (Audi of America suggest using a charger supplying at least 80A, ideally >90A. For example: EQPESS6100 or VAS5908KIT)
- Switch off all auxiliary electrical equipment of the vehicle (e.g., HVAC blower, seat heater, lights, etc).
- Move the gear selector to Park (P).
- Connect the VAS6154* diagnostic head via USB to the ODIS machine and plug it into the OBD port of the vehicle.



CAUTION

Always use the most current ODIS version! (Minimum version: 2.34.2)

- Always use the appropriate communication path (DoIP or CAN). The correct communication path should be selected automatically, but you should double check in the SVM summary screen that the correct update path is selected.
- Using an incorrect communication path, for example CAN instead of DoIP may cause the update to fail or take significantly longer. In such a case, the additional time needed due to an incorrect communication path selection will not be reimbursed by warranty.
- The diagnostic session does not need to be exited between update steps.



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In total, there are three SVM codes and five update steps that must be followed in sequence.

Step 1 (DoIP):

- Select *Flashing*.
- Select *SVM code input*.
- Perform the software update with SVM code **ME35DOIP**.

The update duration for this step is approximately 30 minutes.

Step 2 (DoIP):

- Select *Flashing*.
- Select *SVM code input*.
- Perform the software update with SVM code **ME35ICASDOIP**.

The update duration for this step is approximately 25 minutes.

Step 3 (CAN):

- Select *Flashing*.
- Select *SVM code input*.
- Perform the software update with SVM code **ME35REST**.

The update duration for this step is approximately 20 minutes.

Step 4 – Programming Vehicle Key Management System (VKMS):

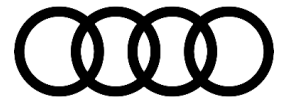
- Exit the Flash session.
- Enter Guided Fault Finding (Diagnosis)
- Under *Special Functions*, run the test plan ** - *Vehicle Key Management System adaption*.
- Exit the diagnostic session and disconnect the diagnostic head from the vehicle.
- Perform a bus sleep for at least **5 minutes**.

This step takes approximately 20 minutes.

Step 5 – Adaption drive:

- Please perform a road test/calibration drive at a speed of at least 31 mph.





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The vehicle will stop accelerating abruptly around 30 mph after the update, and every time after all DTCs are cleared. This is normal and the vehicle will accelerate normally after letting off the accelerator pedal completely for a second.

- Stop the vehicle and cycle the ignition.
- Perform another short calibration drive at a speed of at least 31 mph.
- Perform a bus sleep for at least **5 minutes**.
- Clear all DTCs in the vehicle with ODIS.

This step takes approximately 20 minutes.



NOTICE

Please inform the customer that if privacy mode was enabled prior to the software update, they may have to re-enable it manually after the update is completed.

Warranty

Please see the referring TSB.

Additional Information

All part and service references provided in this TSB (**2074069**) 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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