

Service Action

Code: 57DN



Subject	Convenience System Control Unit Software																													
Document History	<table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Date</th> <th colspan="4" style="background-color: #c00000; color: white;">Summary</th> </tr> </thead> <tbody> <tr> <td>07/16/2024</td> <td colspan="4">Original publication</td> </tr> </tbody> </table>					Date	Summary				07/16/2024	Original publication																		
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Affected Vehicles	<table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Country</th> <th style="background-color: #c00000; color: white;">Beginning Model Year</th> <th style="background-color: #c00000; color: white;">Ending Model Year</th> <th style="background-color: #c00000; color: white;">Vehicle</th> <th style="background-color: #c00000; color: white;">Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2024</td> <td>2024</td> <td>Q8 E-TRON QUATTRO</td> <td>2,513</td> </tr> <tr> <td>USA</td> <td>2024</td> <td>2024</td> <td>Q8 SPORTBACK E-TRON QUATTRO</td> <td>969</td> </tr> <tr> <td>CAN</td> <td>2024</td> <td>2024</td> <td>Q8 E-TRON QUATTRO</td> <td>332</td> </tr> <tr> <td>CAN</td> <td>2024</td> <td>2024</td> <td>Q8 SPORTBACK E-TRON QUATTRO</td> <td>198</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	2024	2024	Q8 E-TRON QUATTRO	2,513	USA	2024	2024	Q8 SPORTBACK E-TRON QUATTRO	969	CAN	2024	2024	Q8 E-TRON QUATTRO	332	CAN	2024	2024	Q8 SPORTBACK E-TRON QUATTRO	198
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About this Service Action	Vehicles manufactured within a specific period may have an intermittently occurring software error which could lead to the message "Power unit start system: fault. Please contact workshop" being displayed in the instrument cluster and a diagnostic trouble code stored, even though there is no actual malfunction in the vehicle. Under this service action, dealers will install a software update to address the issue.																													
Code Visibility	On or about July 16, 2024, the campaign code will be applied to affected vehicles.																													
Owner Notification	Owner notification will take place in July 2024. Owner letter examples are included in this bulletin for your reference.																													
Campaign Expiration Date	This campaign expires on July 16, 2029 . Work 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 work performed after the expiration date, your normal costs associated with this work will apply.																													
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																													

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	57DN		
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
	0151 00 10	SEE ELSA	Software update (<i>setup + battery charger</i>)
	0151 00 60	Time stated on diagnostic protocol	Software update (<i>GFF Operations</i>)
	0689 01 99	10	Bus sleep

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 57DN - Convenience System Control Unit 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 2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Vehicles manufactured within a specific period may have an intermittently occurring software error which could lead to the message "Power unit start system: fault. Please contact workshop" being displayed in the instrument cluster and a diagnostic trouble code stored, even though there is no actual malfunction in the vehicle. Under this service action, dealers will install a software update to address the issue. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this work. 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.

Additional Information

- This service action will be available for you free of charge **only until July 16, 2029**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- 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>

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- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, 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



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

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 – Convenience System Software Update

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 “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **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 (or higher, if directed in the work instructions) 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 Wi-Fi 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

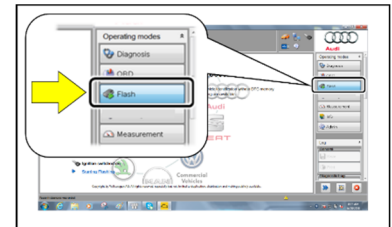
To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.

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.

NOTE

This software update will address fault **B200047: Control Unit Faulty/Defective**, if present, in diagnostic address 0046. If fault **B200047** is stored in diagnostic address 0046, perform this action before diagnosing the fault.

- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect battery charger.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Ensure the vehicle key is placed on the reader coil.
- Use operating mode, FLASH.
- Select “SVM – Code Input”.
- Enter SVM code **57DNA016** and follow the on screen prompts.
- **Before exiting, perform a bus sleep cycle:**
 - **Disconnect battery charger and diagnostic interface.**
 - **Close all doors and lids.**
 - **Lock vehicle with remote and wait five minutes.**
- When exiting the FLASH program, ensure the diagnostic log is sent to GFF Paperless.



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).