Service Action Code: 06XG

Subject

Body Control Module (HCP4) Software

Document History

Date	Summary
01/08/2025	Updated Affected Vehicle Chart Added new instructions for criteria 02 vehicles Added note in work instructions about Windows firewall message
12/20/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2025	2025	Q6 E-TRON	875
USA	2025	2025	Q6 E-TRON QUATTRO	4309
USA	2025	2025	SQ6 E-TRON	341
CAN	2025	2025	Q6 E-TRON QUATTRO	456
CAN	2025	2025	SQ6 E-TRON	76

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 only valid campaign inquiry & verification source.

- ✓ *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.*

About this Service Action

There may be an unfavorable software configuration within the body control module (HCP4) architecture. As a result, it may sometimes not be possible to unlock the vehicle from the outside. A software update will be carried out to correct the issue.

Code Visibility

On or about December 20, 2024, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in January 2025. Owner letter examples will be added at a later date.

Campaign Expiration Date

This campaign expires on ***November 30, 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

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 before delivery to consumers.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	06XG
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	Do not claim wash under this action
Vehicle Loaner	See special claiming instructions for rental/loaner claiming. ***NOTE: A 2nd claim must be entered for rental/loaner claiming***
Criteria I.D.	ALL

LABOR

Labor Op	Time Units	Description
0151 00 40	100	Connect vehicle diagnostic tester, perform flashing procedure Includes bus sleep cycles, adaptation drives and additional work
2706 89 50	10	Connect battery charger
NOTE: Add the following labor operation ONLY if flash errors occurred:		
0150 99 99	Time stated on diagnostic protocol	*Additional work in the event the flash process was interrupted due to a flash error

*If the flash routine is interrupted one or more times and this results in additional work for the person performing the routine, this can be billed for as part of the claim for the campaign.

For this purpose, the work sequence described in the campaign instructions must be followed and the individual notes and preparations must be complied with.

The diagnostic log(s) must always be uploaded.

As additional evidence, a short description of the problem relating to the interruption must be provided in the SAGA comment field.

Continued on next page

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Vehicle Loaner (if required)	Enter vehicle loaner claim as a separate (2nd) claim		
	Claim Type	7 MO	(letter O, not number 0)
	Service Number	06XG	
	Damage Code	0010	
	Parts Vendor Code	002	
	Outside Labor Operation	LOAN1600	Enter dollar amount on rental/loaner invoice: **US Dealers** - $50 max per day **Canadian Dealers** - $60 max per day **Maximum of one day**

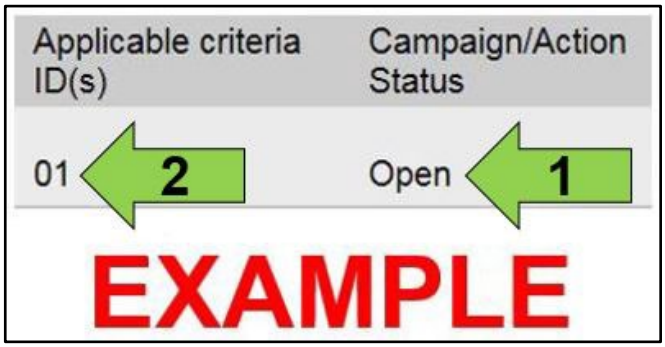
The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

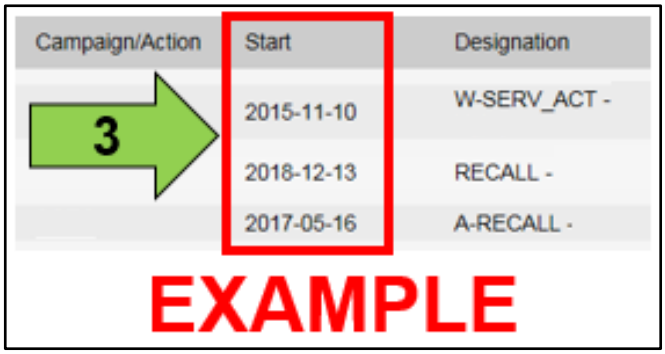
Required Tools

	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





- 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!

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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Section B – HCP4 (DA 0009) Control Module 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 Firewall settings are configured properly:**

- Refer to the latest version of "VAS Diagnostic Device Firewall Settings" 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 Wi-Fi.

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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

⚠ 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.

⚠ IMPORTANT

If the software update fails for any reason, ODIS feedback must be sent prior to further diagnosis. This ensures the failure/error is reported. Failure to do so may result in non-payment of consequential requests for additional time or parts.

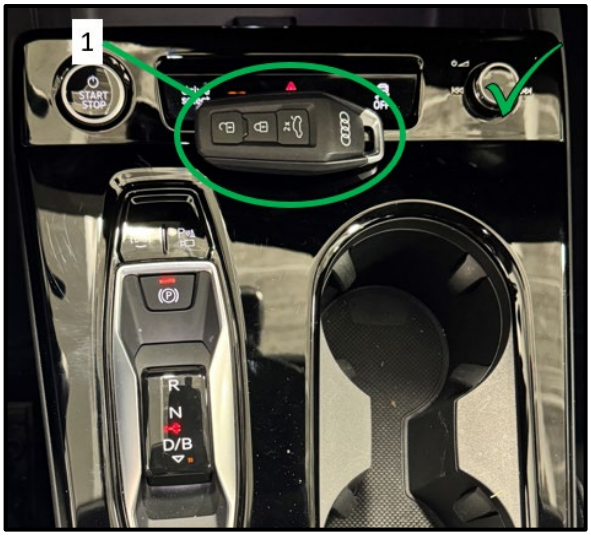
NOTE

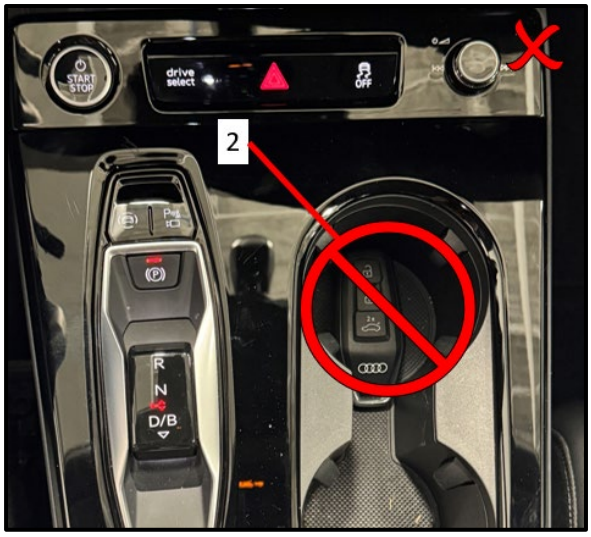
The required repair authorization process for the Q6 e-tron launch is not required if there is no customer compliant related to the problem description.

⚠ CRITICAL REPAIR STEP

STOP! STOP!

Only one vehicle key is permitted inside the vehicle during the software update. The key must be positioned on the hazard warning light switch <1> and not in the cupholder <2>.





The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

⚠ CRITICAL REPAIR STEP

STOP! STOP!

- Record the customer's current privacy mode (mobile data) settings for use after the software update.
- Turn on privacy mode by switching the mobile data off in the HMI:
  - *Home Screen Menu > Settings > Privacy settings > switch off mobile data.*
- Please inform the customer that privacy mode is deactivated and may need to be reactivated.
- In isolated cases, the existing key user may be deleted at the end of the software update. In such cases, please inform the customer that the key user needs to be added again; the username and password are required for this purpose.

⚠ CRITICAL REPAIR STEPS

STOP! STOP!



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 is 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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

⚠ CRITICAL REPAIR STEP

STOP! STOP!

When flashing the Q6 e-Tron and all future Audi models, ensure that port 8080 on your diagnostic device is enabled for incoming TCP connections. Please contact your local IT administrator as needed. If there are any support-related queries, please contact ODIS service support. The relevant firewall settings can be found in the table below.

See communication in Elsa2Go Service References: Diagnostic Device Hardware & Windows ®, Number: AHW-24-09 / Subject: VAS Diagnostic Device Firewall Settings / Date: December 18, 2024.

Configuration:	**Communication between ODIS service and TCP port 8080**
Direction:	Inbound
Firewall profile:	Private network
Program path to be released:	All programs
Protocols & ports:	TCP/Local port/8080
Local IP address:	Any IP address
Remote IP address:	192.168.13.69, 192.168.13.100-192.168.13.254

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Step 1 – Establish Flash Preconditions

IMPORTANT!

PAY CLOSE ATTENTION TO THE PRECONDITIONS LISTED BELOW. ENSURE THAT ALL OF THE PRECONDITIONS ARE MET PRIOR TO STARTING THE FLASH. FAILURE TO ESTABLISH THESE PRECONDITIONS CAN LEAD TO FLASH FAILURE.

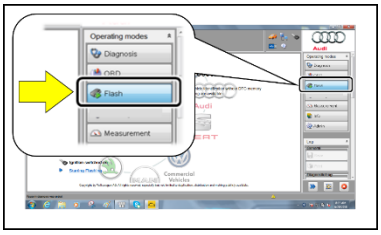
- The driver door must remain open for the duration of the flashing procedure.
- Before entering the SVM code, check if the current date/time is displayed in the vehicle. If it is not, move the vehicle to a location where there is GPS reception, or set the date and time manually. If the current date/time is not displayed, the software update will not be possible, or it will be aborted.
- Activate privacy mode by switching the mobile data off:
    - *Home screen menu > Settings > Privacy settings > Switch Mobile Data Off.*
    - Advise customer that privacy mode has been deactivated and may need to be reactivated.
    - See Appendix A for specific HMI paths.
- Switch off the background lighting in the HMI to prevent negative interference:
    - *Home screen menu > Vehicle > Lights > Interior lighting > Select the "off" tab at the lower right area of the screen.*
    - See Appendix A for specific HMI paths.
- Only one vehicle key is permitted inside the vehicle during the software update. The key must be positioned on the hazard warning light switch and not in the cupholder.
- The sunroof (if equipped) must be in the closed position.
- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Connect the -VAS5908- battery charger.
- Ensure the latest version of ODIS is downloaded.
- Dealership's internet firewall settings must meet the requirements specified above.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- No additional/other work may be performed on the vehicle for the entire duration of the update.
- Proceed to Step 2 once the preconditions have been met.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Step 2 – Perform SVM via Flash + DoIP

IMPORTANT!

The SVM progress bar may remain at 0% for up to 15 minutes before advancing. This is normal and not an indication of a failed attempt.



WARNING!

Irreparable damage may occur if the background lighting is not deactivated prior to starting the software update.

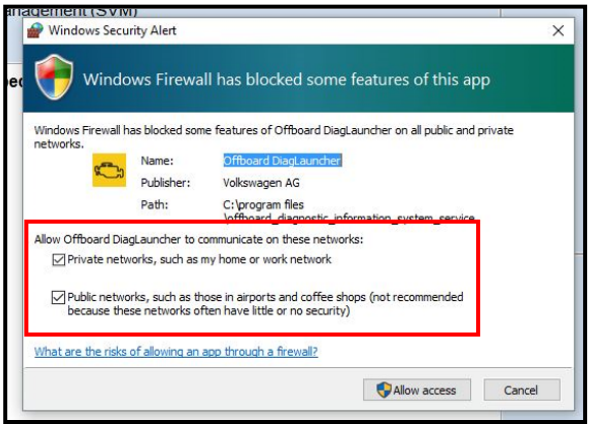
- **Verify that the ODIS version is 24.3.0 or later. If the current ODIS version is below 24.3.0, do not start the flash until the scan tool has been updated to ODIS version 24.3.0 or higher.**
- **Ensure charger is set to charging voltage of 14.8V; voltage shown in ODIS must be over 14V.**
- Use operating mode, FLASH.
    - Communication path = DoIP
- Select “SVM – Code Input”.
- **Criteria 01:**
    - Enter SVM code **BLQ6281101H** and follow the on-screen prompts.
- **Criteria 02:**
    - **Not yet available.**

IMPORTANT!

Pay close attention to the vehicles criteria to ensure the correct SVM code is used.

- In the event of a failure and/or interruption during the SVM:
    - Finish the current test plan.
    - Verify all preconditions are met.
    - Perform the SVM again.
- If the SVM fails after the second attempt:
    - Send the diagnostic protocol online.
    - Submit an ODIS feedback.
    - **Do not perform the SVM again or attempt any other repairs.**
    - Create a TAC web ticket for further assistance.
- Switch the ignition off and on again after performing the update (before exiting the flash program).
- Ensure the diagnostic log is sent to GFF Paperless after completion.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.



NOTE

If the Windows Firewall popup appears, ALL network options should be checked. Failure to do so could cause the update to fail.

- Perform a bus sleep cycle for at least 5 minutes:
  - Switch off the ignition.
  - Turn off the hazards (if switched on).
  - Remove diagnosis interface from the vehicle diagnosis connection.
  - Remove battery charger from the 12V battery.
  - Close front and rear lid as well as all doors.
  - Lock vehicle.
  - Move vehicle key (remote control) at least 20 meters away from the vehicle.
  - Wait at least 5 minutes until the vehicle is in bus silence.
  - Then unlock vehicle again.
  - Connect and switch on battery charger.
  - Insert diagnosis interface on vehicle diagnosis connection.
  - Switch on the ignition.
  - Place a vehicle key (remote control) on the hazard switch located on top of the center console and not in the cupholder.
- Proceed to Step 3 once the bus sleep procedure is complete.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Step 3 – Post Flash Procedures



- Perform a road test/calibration drive at a speed above 25 mph (40 km/h).
- Scan the vehicle using GFF.
- Erase the entire event memory.
- If equipped, initialize the sunroof and sunshade using Guided Functions of DA 00CA.
    - Sunshade: *DA 00CA > Guided Functions > V758 – Sunshade motor – No basic setting.*
    - Sunroof Motor: *DA 00CA > Guided Functions > V1 – Sunroof Motor – No basic setting.*
- Check and adjust the tire pressures. Initialize the TPMS system via the HMI.
    - *Home screen menu > Vehicle > Service > Store Tire Pressure.*
    - See Appendix A for specific HMI paths.
- Deactivate privacy mode (if applicable).
- Reactivate background lighting (if applicable).

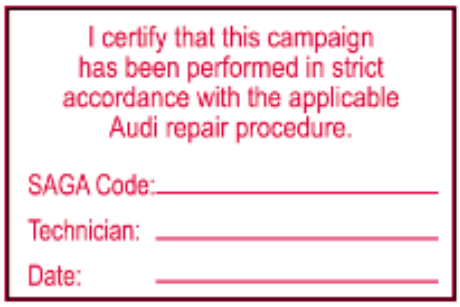
⚠ CAUTION

When performing this road test, the vehicle may momentarily lose acceleration when the three-phase drive calibrates. Ensure the road test is performed in a safe manner.

Proceed to Section C

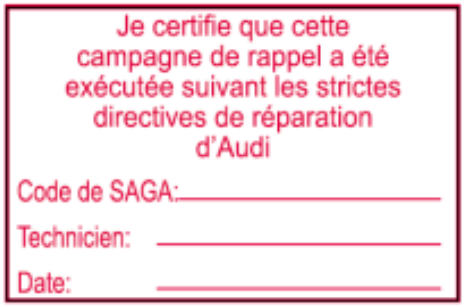
The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Section C – Campaign Stamp



Item#: AUD4927ENG

OR



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).

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Appendix A – HMI Paths

Privacy Mode Activation:

- Select the “Settings” icon <arrow> from the home screen menu.



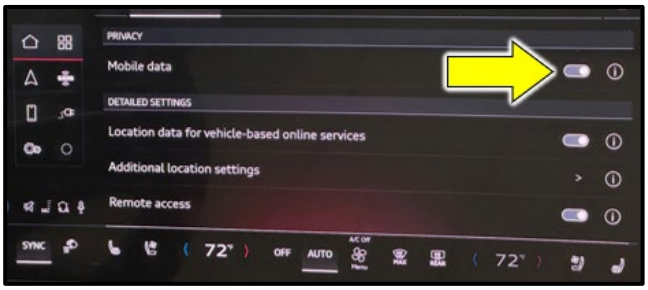
- Select “Privacy settings” <arrow>.



- Turn Mobile data off using the slider <arrow>.

NOTE

The slider pictured <arrow> is in the “on” position.



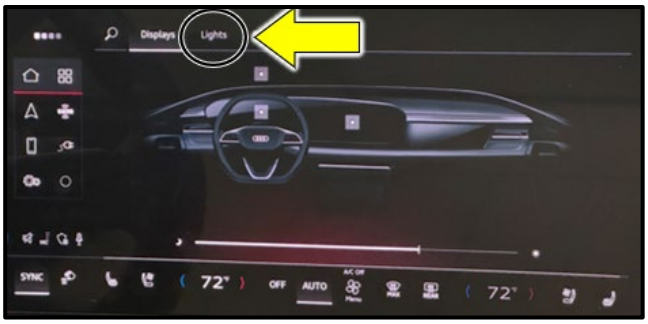
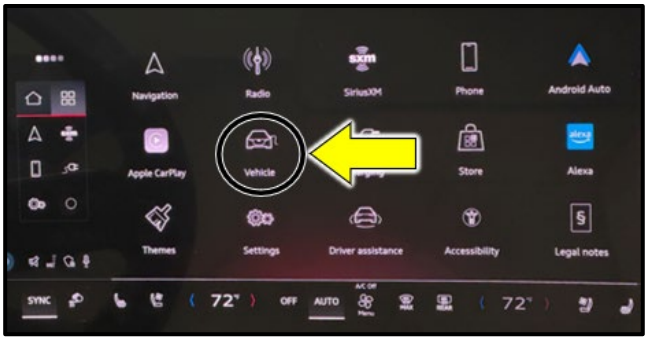
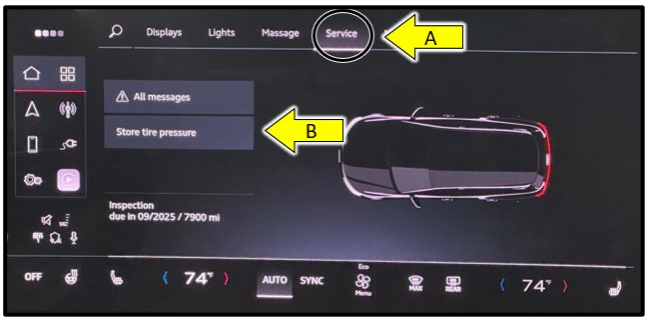
Background Lighting Deactivation:

- Select the “Vehicle” icon <arrow> from the home screen menu.



Continued on next page

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.

• Select “Lights” <arrow>.	
• Select “Interior lighting” <arrow>.	
• Turn the background lighting off by using the “OFF” button <arrow>.	
Storing TPMS settings: • Select the “Vehicle” icon <arrow> from the home screen menu.	
• Select “Service” <arrow A> • Select “Store tire pressure” <arrow B>	

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2025 Audi of America, Inc. and Audi Canada. All Rights Reserved.