Connection offline

Technical Service Bulletin

Transaction No.: **2078548/2**

00 Instructions for combined baseline updates and software version management (SVM)

Release date: Apr 23, 2026

Condition

Model(s)	Year(s)	VIN Range	Vehicle Specific Equipment
All Audi vehicles	2025 – 2026	All	Not applicable

REVISION HISTORY		
Revision	**Date**	**Purpose**
2	-	Revised *Service* (modify verbiage)
1	07/17/2025	Initial publication

Instructions for combined baseline updates (SVM)

These work instructions offer assistance with the following topics:

- SVM code cannot be used.
- Running the SVM code fails before, during and after the update.
- Feedback documentation (version compare) cannot be transmitted.
- Control units cannot be activated for the first time.
- Functions have been lost.

Technical Background

Because of the variety and complexity of the vehicle electronics, it is necessary to check, after completing the repair, whether the new hardware and software combination is approved. This check must be carried out with software version management (SVM).

Production Solution

Ongoing.

Service

NOTICE

This bulletin may apply to vehicles still within the new model launch repair authorization period!

– **For vehicles still in the launch phase, the workshop must create a case with the Technical Assistance Center (TAC) per the repair authorization. Reference this TSB number in the first line of the TAC case.**

List of contents:

1. General information.
2. Necessary information for contacting the SVM department.
3. General information on fault patterns.

Changes:

Complete revision for combined baseline updates!

1. General information:

The attached documents will be updated if new information becomes available!

1.1 Recommended ODIS configuration

1.1.1 Connection variants between diagnostic interface and ODIS tester recommended for performance reasons during an update:

If available, we recommend always using VAS 6154A to update control units as this has very good protection against electrostatic discharge.

1.1.2 Firewall – please note the current requirements

The requirements for the necessary firewall settings are subject to frequent changes, especially in the event of an ODIS update.

Please check, especially when attempted updates are unsuccessful, whether your settings are up to date and correct.

For information on the currently valid firewall settings, please refer to the ODIS release notes. For example, you can search for “ODIS release notes” in the information platforms available to you. Make sure that you refer to the ODIS release notes for the current ODIS version of your tester.

1.2 How to avoid electrostatic discharge when updating control units

IMPORTANT: The following information only applies to a cable connection between ODIS tester and diagnostic interface

To reduce the probability of problems due to electrostatic discharge while the control units are being updated, the following precautions are recommended:

Before entering an SVM code, i.e. <u>before</u> starting the update:

- Put on anti-static safety shoes according to the ESD standard DIN ISO 20345 or alternatively ESD heel straps; both are available via the workshop equipment product catalogue.
- Avoid using the ODIS tester inside the vehicle.
- If necessary, connect ODIS tester charger.
- Connect the 12V charger for the vehicle battery.
- Also make sure that the diagnostic interface is connected to the ODIS tester via USB cable.

Both chargers should be connected to the same circuit.

During the update:

- Ensure the power supply to the vehicle and the ODIS tester before starting the update and do not disconnect the 12V battery charger for the vehicle and the power supply unit for the ODIS tester during the update.
- Avoid unnecessary contact with the vehicle.
- Do not get into or out of the vehicle.
- As much as possible, do not open and close any doors or lids.
- Avoid activating any electric drives in the direct vicinity of the work bay, such as electric doors/gates or lifting platforms.

1.3 Safe use of SVM codes

Always check the repair manual instructions in ETKA, or the corresponding TSB to determine whether the SVM code is valid for this vehicle and its current equipment.

There are no safety-related queries and no alternative solutions.

Regardless of whether the SVM code is part of:

- a service campaign.
- a modification.
- a retrofitting procedure.

or

- a baseline update.

After the code has been used successfully, the vehicle will have a **new baseline** for SVM.

1.4 Important points to observe when performing updates

1.4.1 ALWAYS perform update according to service campaign BEFORE problem-related update according to TSB

Caution! Processing in the wrong sequence can alter the data version of the vehicle in such a way that a service campaign cannot be performed successfully anymore.

Example:

- The customer comes to the workshop with a complaint.
- At the vehicle reception, you discover that there is an uncompleted service campaign for the vehicle.
- In this case, **ALWAYS** work in the following sequence:

1.4.2 Correct sequence for performing service campaigns

When performing several service campaigns, **ALWAYS** proceed in the order of their **start date**.

General rules:

- **FIRST**: perform the **oldest service campaign NOT yet performed** according to the start date.
- **LAST**: perform the **most recent service campaign NOT yet performed** according to the start date.

Caution! Processing in the wrong sequence can alter the data version of the vehicle in such a way that an older service campaign cannot be performed successfully anymore.

For EVERY service campaign and SVM code, it is essential to ensure that:

- Each SVM code has been performed **SUCCESSFULLY BEFORE** using another SVM code in the same service campaign or TSB.
- A bus sleep cycle is completed between completing the service campaign/TSB in accordance with the instructions and starting the next service campaign/TSB.

If the sequence of the service measures is ignored, it is possible that:

- An older service campaign may not start if a newer one was performed beforehand.
  - **Reason:** The vehicle is now in a condition for which an older service campaign no longer applies.
- In this case you would have to open a Technical Assistance Center (TAC) ticket.

Example (assuming that no service campaigns have yet been completed):

- The sequence of the service campaigns according to their start date is indicated by the red circles.
- Please ignore the serial number column because the ordering is **NOT** correct.

Figure 1. *Correct sequence of the service campaigns according to the start date.*

Always send a support ticket!

- Please send an ODIS support ticket for all ODIS tester issues to make data available for analysis.
  - Technical support is **NOT** provided via the ODIS ticket!
- Note the information in the document “SVM updating failures”, chapter 4.2 “Failure during flash process”.

1.6 Observe the attached document “SVM updating failures”:

- Requirements for a correct update.
- General information about the correct procedure for updates.
- How to proceed in the event of failures before and during the update.

1.7 Observe the attached document “ETKA parts management”:

- Parts search via chassis number – how to find the correct replacement part for the vehicle.
- Assembly group control – includes the vehicle’s CURRENT data version for the parts search.
- Part bulletins - important information for repairs and how to find it.
- Activations and accessory installation procedures depend on the PR numbers
  => examples for trailer hitch and navigation

1.7.1 Observe the attached document “Note for ordering spare parts”:

We have frequently observed that control units are ordered and an update is then performed on the vehicle while the replacement part is being delivered. We have also noticed that control units are ordered according to their component label although an update was already performed on the vehicle in the past. In both cases, activation often fails.

After ordering a control unit according to ETKA, do not perform any updates until the control unit has been activated successfully. Otherwise, you will no longer be able to activate it successfully in most cases.

- End the update and then order the control unit via ETKA and replace it, or
- Order the control unit via ETKA and activate it, then perform the update

ETKA checks which control unit needs to be installed using assembly group control to determine the vehicle’s current build status. The label is no longer up-to-date once the first update has been performed.

- Only order control units according to ETKA or if specifically requested to do so by TSC or a TSB.

1.8 Messages before start of update

ODIS tester message “Pre-condition not fulfilled” or **“Unknown failure - programming aborted 4”**

In this case, at least one requirement for the control unit to be updated is not fulfilled. In the current ODIS versions, these requirements are checked and displayed before the update.

The requirements differ depending on the control unit.

Even when the vehicle is stationary - check all requirements are met, such as:

- Charge level (SOC) >80% / system voltage at least 12.5V.
- 12V battery charger connected.
- Do not charge the high-voltage system during the update.
- Place the ignition key directly on the reader coil. (refer to the Owner’s Manual for the correct position).

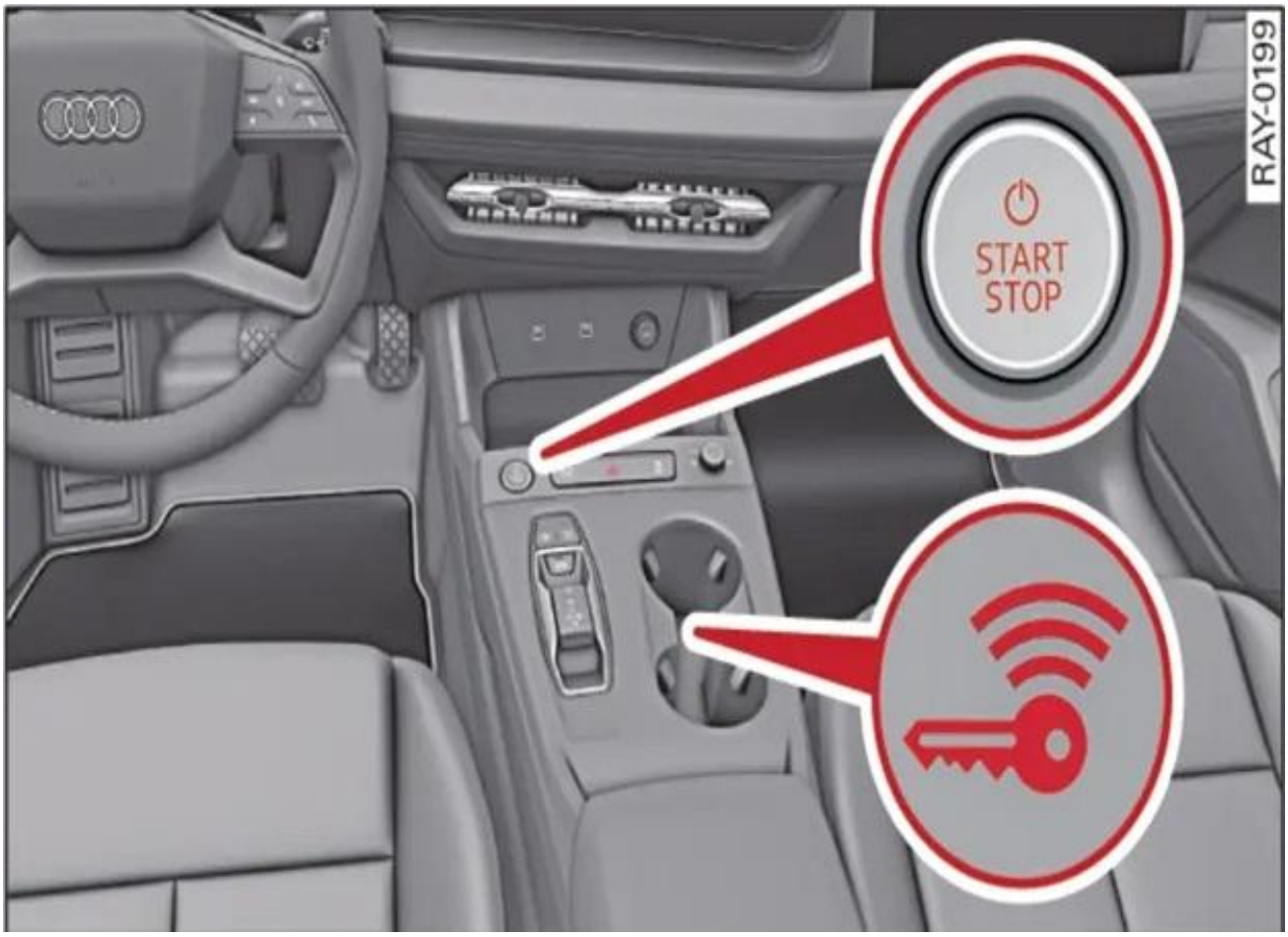

Figure 2. *The reader coil is in the cupholder.*

- Ignition on.
- Engine off.
- Selector lever in P.
- Wheel speed sensors connected.
- Extended ambient conditions of engine control unit:
  - Speed signal = 0 (may vary e.g. if a tire change is performed during the update and the ABS control unit recognizes a speed signal).
  - Engine speed = 0.

It is essential to work through all authorized/relevant DTCs of all diagnostic addresses which may influence fulfilment of the requirements BEFORE updating the affected diagnostic address.

e.g.:

- DA0003 ABS control unit reports speed signal = 158 MPH although the vehicle is stationary

1.9 Messages from ODIS tester during update

Check the attached document about SVM failures for the various messages and procedures.

Compact: If the update did not start or was unsuccessful although the TSB applies to the vehicle:

1. Is the battery charger connected? Is battery charge level (SOC) >80%? Unnecessary electrical equipment deactivated?
2. Is the vehicle identification number specified in the order the same as that of the vehicle?
3. First perform a **bus sleep cycle** – close all doors and lids and lock the vehicle for at least 20 minutes.
   - Important: **bus sleep cycle**! A terminal 30 reset will **NOT** have the desired effect here.
4. Now switch on the ignition for at least 5 minutes to start up all control units fully before starting diagnosis again.
5. Completely restart the ODIS tester or use a different **UP-TO-DATE** ODIS tester.
6. In such a case, please use diagnostic interface VAS 6154A for the best protection against electrostatic discharge if possible.
7. Check whether the firewall settings correspond to the current ODIS release notes (refer to chapter 1.1.2).
8. Always start a new diagnosis session so that all control units can be read again.
9. Check whether the affected control units can be accessed via diagnosis. If **NOT**, perform a terminal 30 reset of the control unit(s) that cannot be accessed for at least 20 minutes and check whether it is supplied successfully with power.
10. If all affected control units can now be accessed, repeat the update.
11. If it still fails, **always** first send an ODIS support ticket with the message "data transmission only" and, when communicating with the Technical Assistance Center, use the feedback ID from the subject of the ODIS support ticket, as described in chapter 4.2 of the attached file “SVM updating failures”.

1.10 Event memory entries in various control units after an update/after replacing control units

First attempt the following procedure:

1. Bus sleep mode - close all doors and lids and lock the vehicle for at least 20 minutes.
2. Drive the vehicle and carry out an application drive.
3. Run any available test plans to rectify faults.
4. Check whether the event memory entries are now sporadic and can be erased.
5. Erase the event memory entries.
6. If the event memory entries still cannot be erased, try the following:
   - Access Guided Functions in ODIS. Select the corresponding diagnostic address, e.g. “00**03 Brake electronics**”, and then the function “**Check and erase DTC memory**”. This increases your chance of success.

Also refer to chapter 3 for general information on fault patterns.

1.11 Vehicle functions have been lost (various diagnostic addresses)

After an update, control unit replacement or another repair, functions are lost (e.g. cruise control, drive select, rest recommendation or navigation do not work any more).

Restore the existing functions via the ODIS tester:

- Select “Special functions” => “SVM activations”.

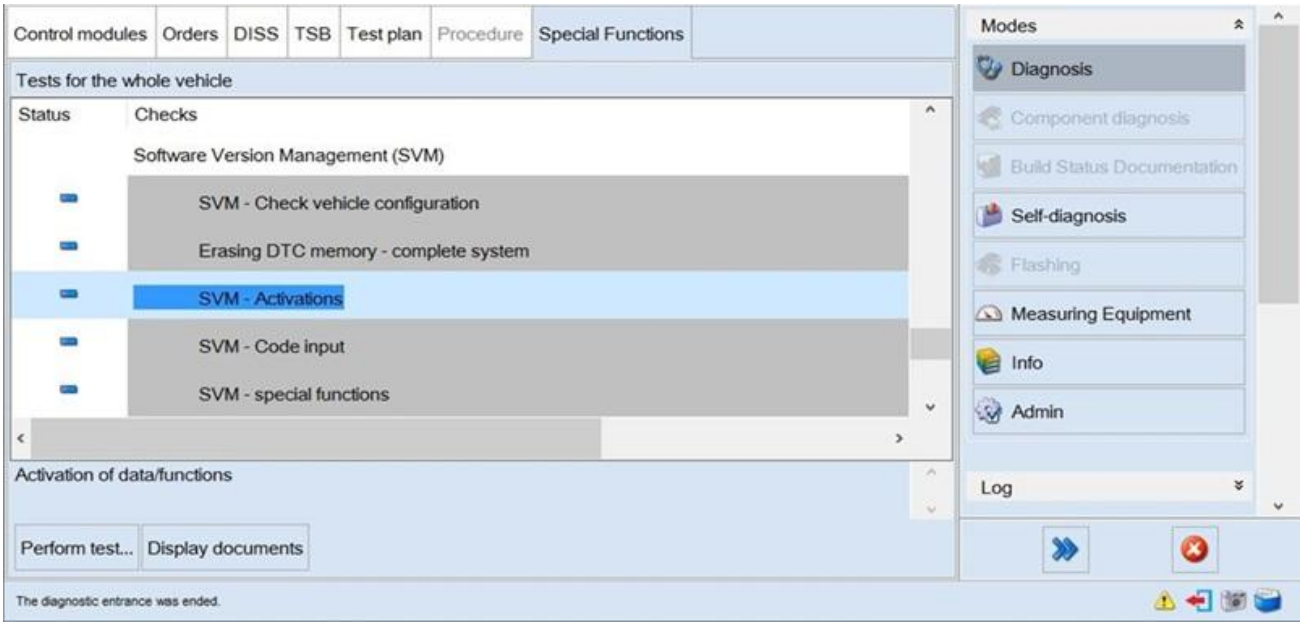

Figure 3. *ODIS screen.*

- Now select “-2- **Restore already existing activations**”.

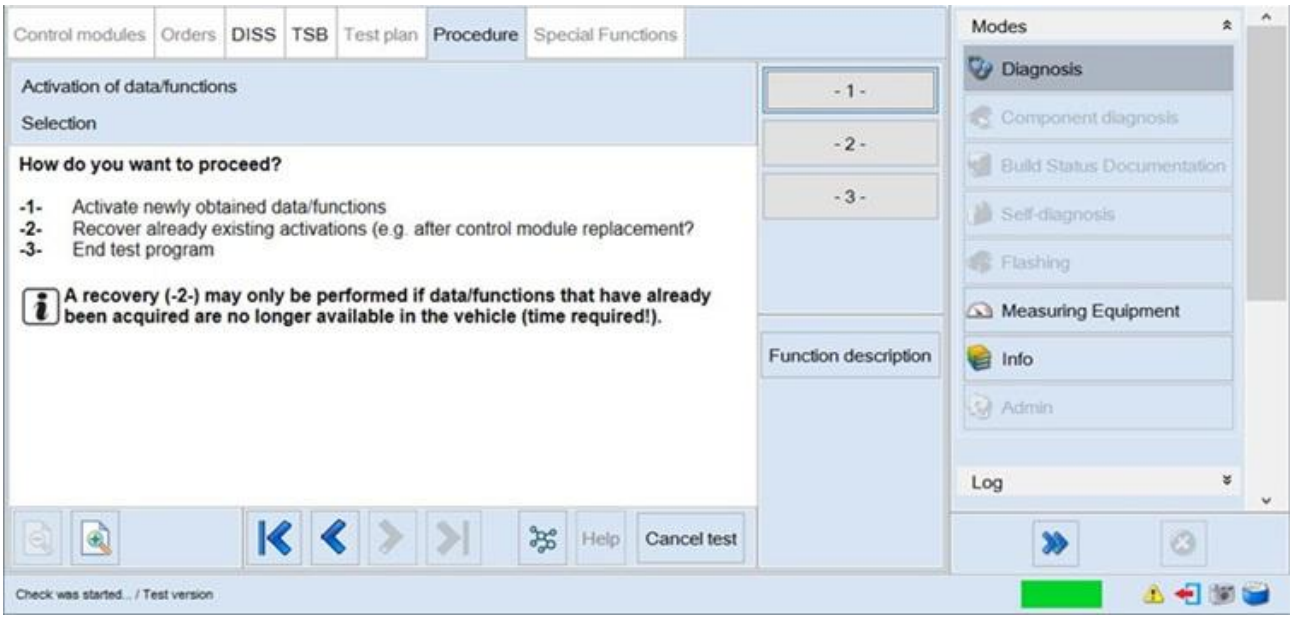

Figure 4. *ODIS screen.*

- You will then be shown at which diagnostic address(es) the existing activations can be restored.
- The successfully activated functions will then be listed.

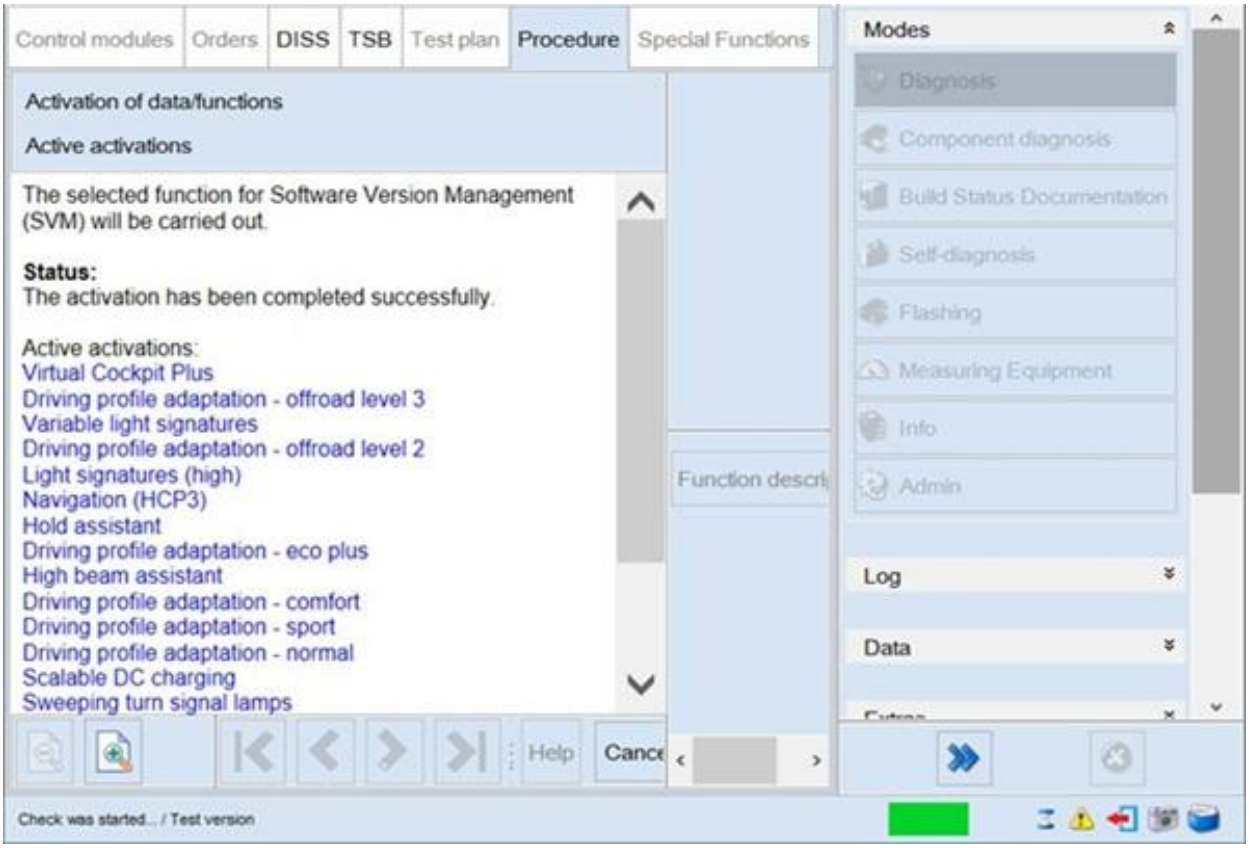

Figure 5. *ODIS screen.*

- Please note that retrofits which have been installed in the vehicle or coded manually which were **NOT** performed by AUDI AG and are therefore not stored in the systems of AUDI AG may be lost after:
  - An update via TSB
  - An update via a service campaign
  - Target/actual comparison
  - Configuration check of control units
    AUDI AG cannot answer questions about these retrofits and coding as they are not stored in the systems for the vehicle and are not correctly activated either. To restore them, the coding of the control units after a workshop visit must be performed again manually and independently.
  - Also refer to **chapter 3** for general information about individual fault patterns.

1.12 ALWAYS activate control units via the function test “Replace control module”

- To replace control units, use Guided Fault Finding and **ALWAYS** use the function test **“Replace control module”**.
- Here the correct test plan is selected for this control unit in this vehicle.
- **NEVER** activate a control unit by **simply opening the control unit configuration**.
  - In this case, the control unit would possibly be included in the reference of the vehicle, but it would often not be activated (no adaptation, coding and parameter setting etc.).

2. Necessary information for initial contact with the SVM department

2.1 An up-to-date diagnostic log has been sent online via GFF.

Describe **in as much detail as possible** which checks you have already performed, what the results were and whether you referred to this TSB. If the update fails, ALWAYS send an ODIS support ticket before submitting an enquiry and copy the feedback ID from the subject of the ODIS support ticket e-mail into the enquiry.

(Precise description in **chapter 4.2 of the attached file "SVM updating failures"**)

Add the following comment to the ODIS support ticket: "**Data transmission only**".

2.2 The following information is essential so that the enquiries can be processed:

Campaign instructions cannot be opened? => Do NOT contact SVM, instead please open ELSA feedback ticket.

- Can the control unit be accessed via diagnosis?
- Have the fuses of the affected control unit been checked?
- If replacing: Is the correct control unit fitted according to diagnostic log and ETKA?
- 12V battery charger connected?
- Is the high-voltage system not being charged during the update?
- Battery charge level (SOC) >80%?
- Unnecessary electrical equipment deactivated?
- Is the diagnostic interface connected to the tester via USB cable or Wi-Fi?
- Do the firewall settings correspond to the current ODIS release notes? (refer to chapter 1.1.2)
- Bus sleep mode performed for >20 minutes?
- Terminal 30 reset performed for >20 minutes?
- Have you checked the general information on fault patterns in **chapter 3**?

3. General information on fault patterns

Campaign instructions cannot be opened? => Do NOT contact SVM, instead please open ELSA feedback ticket.

- After replacing control units, **ALWAYS** make sure to activate them via the function test **"Replace control module"** to avoid event memory entries.
- Please note: If you have any problems with the D3 edge box, please contact D3EdgeBox@audi.com.

Date / time missing in the vehicle due to lack of GPS signal

Search for missing 'GPS signal DTC' in the ODIS log:

- Address 8124 – Application Server 1 System 2 Java

DTC memory entry	
Number:	U201900: Time master Function restriction
Error type 2:	active/static
Symptom:	6299911
Status:	00101110

- If this fault occurs, the date and time in the vehicle must be checked and, if necessary, set manually in the HMI (reference Owner's Manual).

Warranty

This TSB is informational only and not applicable to any Audi Warranty.

Additional Information

All part and service references provided in this TSB (**2078548**) 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.