

Service Action

Code: 06K2

Subject Document History

Proactive Quality Initiative - KD2* Software Update

Date	Summary
08/04/2026	Updates have been made to the affected vehicle chart to include PPC vehicles
07/15/2026	Updated affected vehicles to include Canada
06/24/2026	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle
USA	2026	2026	A6 SEDAN
USA	2025	2025	A6 SPORTBACK E-TRON
USA	2025	2025	Q5
USA	2025	2025	Q5 SPORTBACK
USA	2025	2025	Q6 E-TRON SUV
USA	2025	2025	Q6 SPORTBACK
USA	2025	2025	S6 SPORTBACK E-TRON
USA	2025	2025	SQ5
USA	2025	2025	SQ5 SPORTBACK
USA	2025	2025	SQ6 E-TRON SUV
USA	2025	2025	SQ6 SPORTBACK
CAN	2025	2025	A6 SPORTBACK E-TRON
CAN	2025	2025	Q5
CAN	2025	2025	Q5 SPORTBACK
CAN	2025	2025	Q6 E-TRON SUV
CAN	2025	2025	Q6 SPORTBACK
CAN	2025	2025	S6 SPORTBACK E-TRON
CAN	2025	2025	SQ5
CAN	2025	2025	SQ5 SPORTBACK
CAN	2025	2025	SQ6 E-TRON SUV
CAN	2025	2025	SQ6 SPORTBACK

The 06K2 repair will be launched in multiple waves.

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

Under this service action, Audi is providing a proactive quality initiative through a vehicle software update (KD2*). This update is designed to address customer satisfaction concerns and deliver improvements and enhancements to various vehicle systems.

Code Visibility	On or about June 24, 2026, the campaign code was applied to the first wave of affected vehicles.
Owner Notification	Owner notification will begin in July 2026. Owner notification examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on September 02, 2031 . 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.
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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

Service Number	06K2		
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.	ALL		
	LABOR		
	Labor Op	Time Units	Description
	0151 00 10	SEE ELSA	Software update (setup + battery charger)
	0151 00 40	135	Software update, including all required preliminary and follow-up work (including bus sleep cycle, calibration drive, additional work, etc.)
	An additional flat-rate of 50 time units is possible for each flash process that is aborted. Billing is performed under repair operation 01 50 99 99.		

Customer Notification Example - POSTCARD TEXT (USA)

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

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Under this service action, Audi is providing a proactive quality initiative through a vehicle software update (KD2*). This update is designed to address customer satisfaction concerns and deliver improvements and enhancements to various vehicle systems.

This work will take about half a day to complete and will be free of charge.

Please contact your authorized Audi dealer to schedule this work or visit www.audiusa.com to find a dealer near you.

This service action will be available free of charge **only until September 02, 2031.**

Audi Customer Protection

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

Customer Notification Example - POSTCARD TEXT (CAN)

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

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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 – 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.
- DO NOT start the flash and leave the vehicle unattended overnight, or for long periods of time. Doing so can cause irreparable damage to control units or lead to inaccurate log times. Requests for additional GFF time and/or damage to control units caused by the flash running overnight will be denied.

CHECK SOFTWARE VERSION

- Before starting the software update, check the current software version in the vehicle.
 - Multi Media Interface > Settings > System > Info.
- If the software version 03.11.00/C is shown, the work must **not** be performed. In this case, a request to close the campaign manually should be sent to Warranty.
- If the software requires updating, proceed as follows:

US DEALERS

- NOTE: In the event a static fault is set in the steering control unit J500 (DA0044), TSB 2080711 must be checked prior to performing the software update. A terminal 30 reset must be performed on the control unit. Otherwise the combined software update may not be completed successfully.
- Reference the latest version of Technical Service Bulletin 2082223 “00 Combined software update 03.11.00/C (28.14.01) KD2*” for all software update instructions.
- See applicable TPI's/TSB's for information in the event flashing is aborted.
- NOTE: *If TPI 2082223 has already been performed as part of a previous repair, the 06K2 work must not be performed. In this case, submit a Campaign Closure Request through Warranty Online.*

CANADIAN DEALERS

- NOTE: In the event a static fault is set in the steering control unit J500 (DA0044), TSB 2080711 must be checked prior to performing the software update. A terminal 30 reset must be performed on the control unit. Otherwise the combined software update may not be completed successfully.
- Reference the latest version of Technical Service Bulletin 2082223 “00 Combined software update 03.11.00/C (28.14.01) KD2*” for all software update instructions.
- See applicable TPI's/TSB's for information in the event flashing is aborted.
- NOTE: *If TPI 2082223 has already been performed as part of a previous repair, the 06K2 work must not be performed. In this case, submit a Campaign Closure Request through the WIN system.*