



Technical Service Bulletin

96 Lane departure warning: customer assertions of oscillation, pulling to one side, or responding too late

96 20 50 2059202/1 April 10, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2020 - 2021	All	"Without lane assist"
A8	2018 - 2021	All	"Without lane assist"
A6, A7, Q3, Q8, and Audi e-tron quattro	2019 - 2021	All	"Without lane assist"

Condition

The customer states one or more of the following lane departure warning concerns:

- Oscillates in the lane.
- Drives over the road markings.
- Responds too late.

Workshop findings:

- The concern cannot be reproduced during a test drive.

Technical Background

The following two new driver assistance systems will be available for the launch of the A8 and later vehicles:

1. Active lane departure warning:

- The lane departure warning is in line with the Audi active lane assist with "late" steering timing.

2. Adaptive driving assistant - adaptive cruise assist (ACA)

- The adaptive driving assistant combines the previously independent systems Audi cruise control, Audi active lane assist with "early" steering timing and congestion assistant into one system.



Tip: The driver can only activate the lane center guidance, known from the active lane assist, with active adaptive driving assist

3. Display and operation:

- An overview of the display and operation of the lane departure warning and lane center guidance is included in the attachment.



Technical Service Bulletin

4. Abbreviations used in the attachment:

- ACA - adaptive cruise assist (adaptive driving assistant).
- aLDW - active lane departure warning.

More information is included in Self-Study Program 990393 - Audi A8 (type 4N) driver assist systems and in the Self-Study Program 990893 - Audi Q3 (type F3).

Production Solution

Not applicable.

Service

Discuss the two new driver assistance systems "lane departure warning", "adaptive driving assist" with the customer as well as the "lane center guidance of the adaptive driving assistant".

1. Explain to the customer that:
 - The lane departure warning corresponds to the Audi active lane assist with "late" steering time.

And

 - The lane center guidance corresponds to the Audi active lane assist with "early" steering time.
2. If only the Lane Departure Warning is activated, a later steering intervention takes place. This gives the customer the feeling that the vehicle oscillates, crosses the lane or pulls to one side.
3. Show the customer how to activate the lane center guide of the adaptive driving assistant.

Warranty

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

Additional Information

More information on this system can be found in the following resources:

- SSP: 990393- Audi A8 (type 4N) driver assist systems.
- SSP: 990893 - Audi Q3 (type F3).



Technical Service Bulletin

All part and service references provided in this TSB (2059202) 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.

©2020 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites, without the prior expressed written permission of the publisher.