


Release Date	06/16/2022	Technical Service Bulletin	
9308 UPDATE			 Audi
Service Package for Audi e-tron GT – (NVLW)			

Applicable Vehicles				
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	E-TRON GT	1,039
CAN	2022	2022	E-TRON GT	215

Revision History		
Revision	Date	Purpose
1	June 16, 2022	Original publication

Condition/Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	The vehicle's high-voltage system cannot be restarted after under-voltage has occurred in the 12 Volt electrical system (drained battery, e.g. as a result of showroom use) due to an unfavorable software configuration.
02	Vibrations may occur in the head-up display due to an unfavorable software configuration for controlling the step motor. The visible area of the head-up display may be restricted as a result.

Remedy

Criteria	Remedy
01	Update Hybrid Battery Management Control Module (-J840-) software
02	Update Head-Up-Display Control Module (-J898-) software

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **9308** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Service

NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

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

 **STOP!** 


If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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- All Safety Recalls must be completed prior to completing this campaign.
- See Section 01 for Criteria 01 Repairs
- See Section 02 for Criteria 02 Repairs

**NOTE**

Some vehicles are assigned both criteria 01 and criteria 02. Each flash must be carried out on a separate GFF Flash session.

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General SVM Procedure Notes for all Repairs


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 “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **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 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 WiFi 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.

TIP

As a best practice, customer presets should be documented prior to performing any update in the event these settings are lost during the update.

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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!

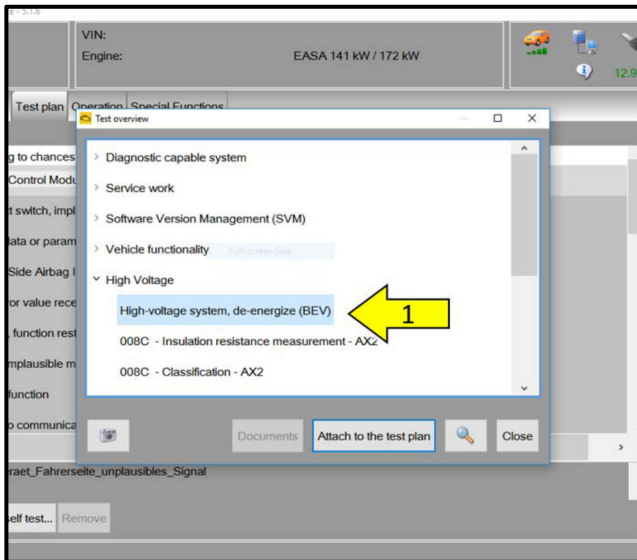
TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

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.

Section 01 – Criteria 01 Repair Instructions

- Criteria 01 repair overview:
 - De-energize HV system
 - Communication path = DOiP
 - Update module via Flash
 - Re-energize HV system



! DANGER

An Audi high-voltage technician (HVT) or an Audi high-voltage expert (HVE) must de-energize the high-voltage system.

- Ensure that a high-voltage charger is not connected to the vehicle.
- De-energize high-voltage system:
 - Select and perform the “High-voltage system, de-energize (BEV)” test plan <1>.
 - Follow all of the test plan steps until the high-voltage system is successfully de-energized.
- Open the hood.
- Open the battery cover.
- Attach a battery charger **capable of minimum 90 Amp continuous supply** to the vehicle’s 12V battery or underhood charging posts.

! NOTE

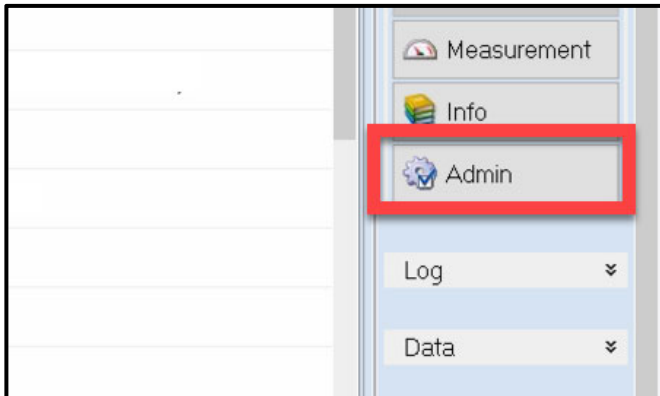
When connecting the charger directly to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

- Switch on the hazard warning lights.

CAUTION

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



CRITICAL REPAIR STEPS



Changing the communication path to “Only allow DoIP communication” MUST be performed to ensure consistent success of this software update. The software update will fail if these steps are not followed.

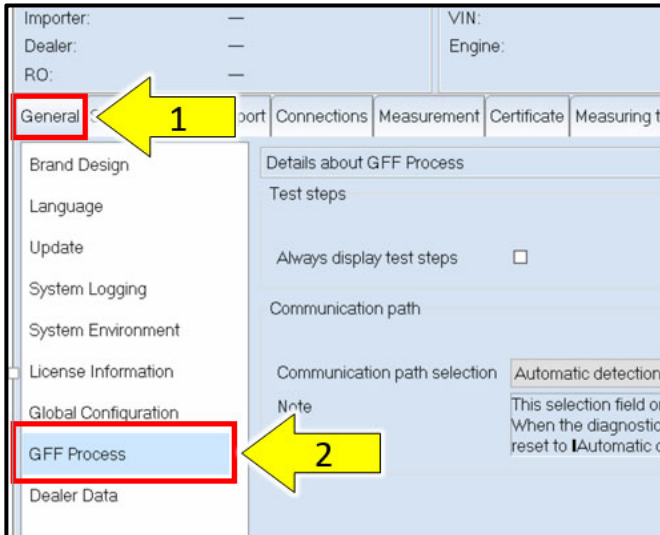
As stated in the Note on the scan tool, “This selection field only applies for the diagnostic session that follows. When the current diagnostic session ends, the setting will be reset to “Automatic detection.”

When connecting to a different vehicle or initiating a new diagnostic session this step must be performed again.

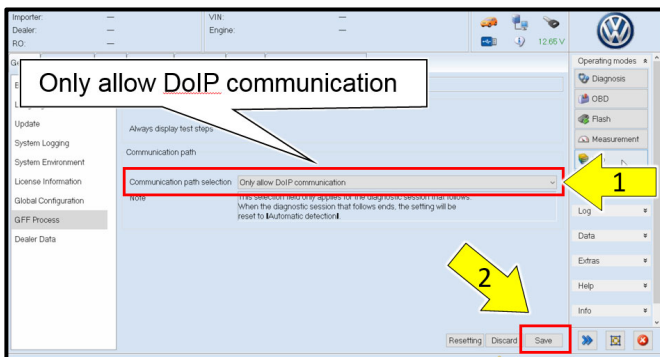
- From the home screen of the scan tool, select “Admin.”

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- From the “General” tab <arrow 1>, select “GFF Process” <arrow 2>.

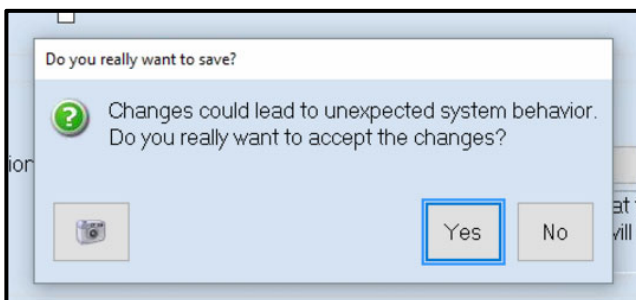


- From the “Communication path selection,” select “Only allow DoIP communication” <arrow 1>.
- Select “Save” <arrow 2>.

NOTE

As stated in the Note on the scan tool, “This selection field only applies for the diagnostic session that follows. When the current diagnostic session ends, the setting will be reset to “Automatic detection.”

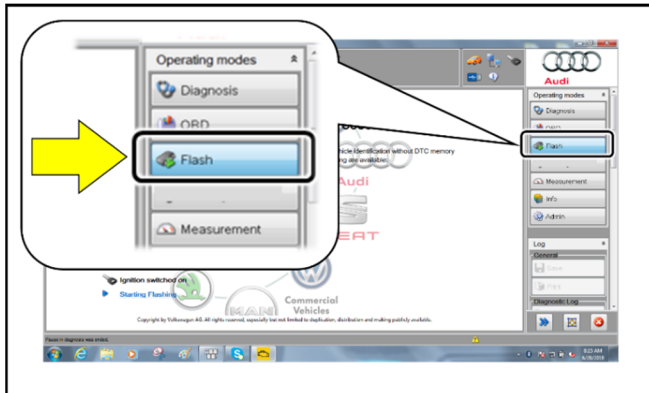
When connecting to a different vehicle or initiating a new diagnostic session this step must be performed again.



- Select “Yes” when prompted, “Do you really want to save?”
- Return to the home screen of the scan tool.

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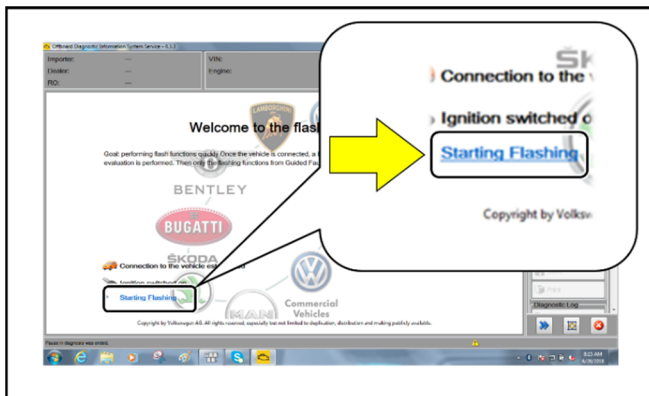
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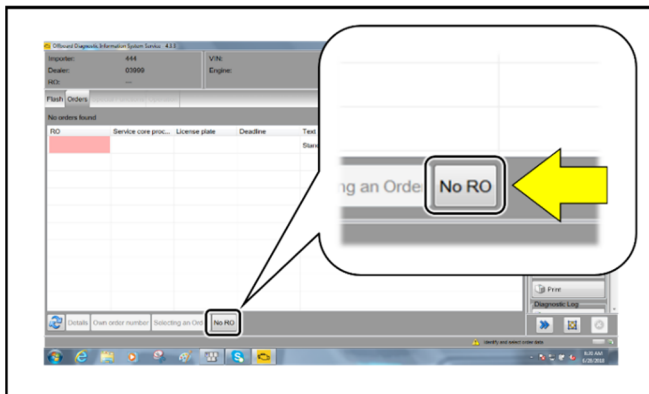
- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

NOTE

Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.

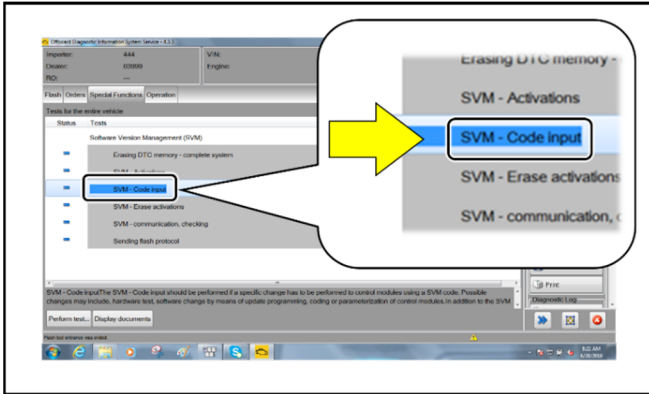


- Select “Starting Flashing” and follow the on-screen prompts.

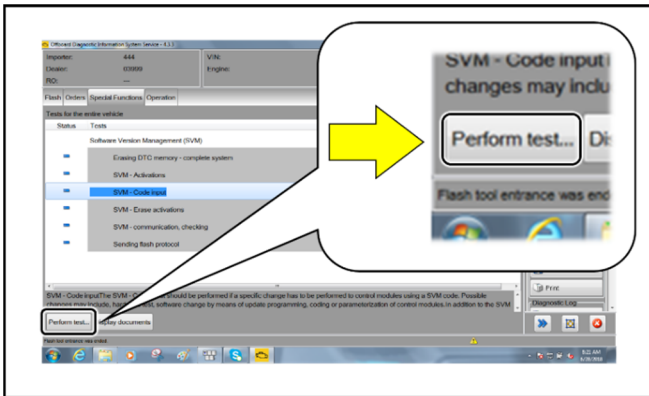


- Select “No RO”.

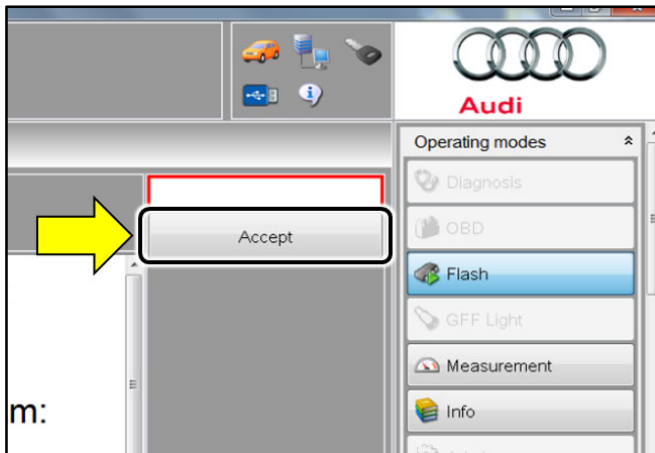
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- Highlight “SVM – Code Input”.



- Select “Perform test”.



NOTE

Using Bluetooth or WiFi for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

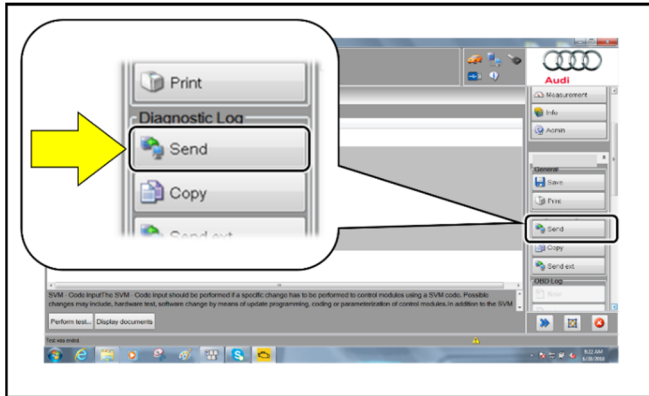
- Enter the corrective action code (SVM code) as listed below.

SVM code
9308A016

- Select “Accept” <arrow>.
- Follow the on-screen prompts.

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- After receiving confirmation that the flash completed successfully, select “Send” <arrow> to send the diagnostic protocol online.
- Follow the on-screen prompts.

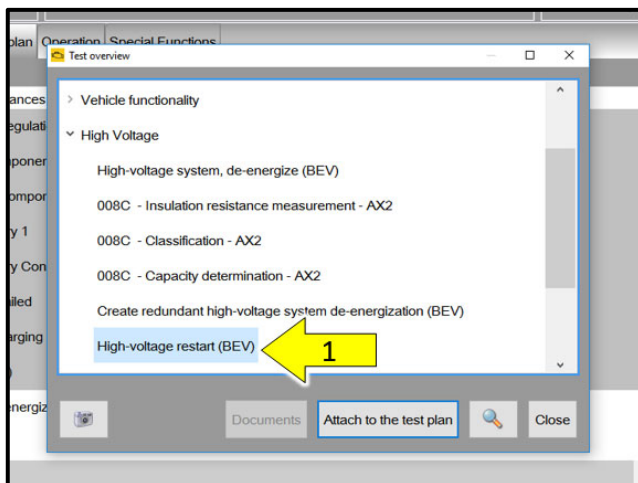


- Click “Flash” <arrow> to exit the flash session.

TIP

Various event memory entries may be generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the update in order to clear the faults.

To put the vehicle in bus sleep mode, disconnect the diagnostic tester, remove the key from the vehicle and lock the vehicle with the remote for 5 minutes.



- Re-energize high-voltage system:

DANGER

An Audi high-voltage technician (HVT) or an Audi high-voltage expert (HVE) must re-energize the high-voltage system.

- Attach a 12V battery maintainer/charger.
- Select and perform the “High-voltage restart (BEV)” test plan <1>.
- Follow all of the test plan steps until the high-voltage system is successfully re-energized.

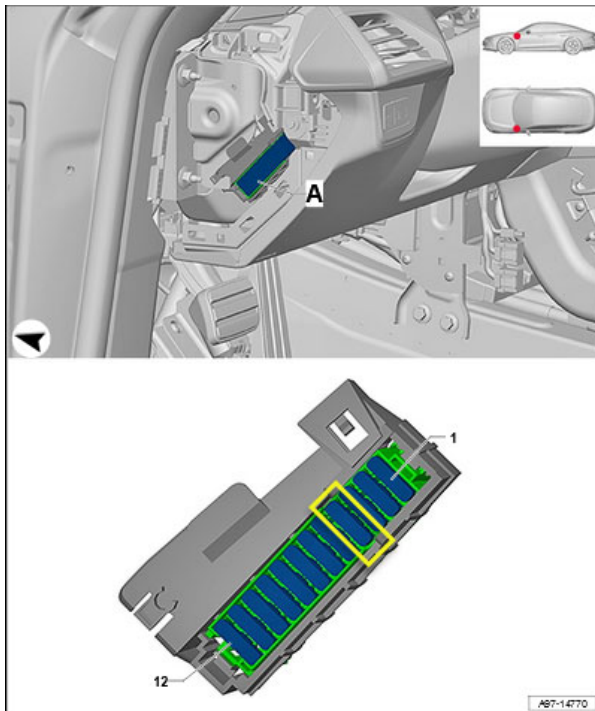
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Section 02 – Criteria 02 Repair Instructions

- Criteria 02 repair overview:
 - Reset heads-up display
 - Communication path = CAN
 - Update module via Flash
- Reset heads-up display:
 - Turn the ignition off.
 - Remove fuse S04, wait 5 minutes and then reinstall fuse before starting the flash.



- Open the hood.
- Open the battery cover.
- Attach a battery charger **capable of minimum 90 Amp continuous supply** to the vehicle's 12V battery or underhood charging posts.

NOTE

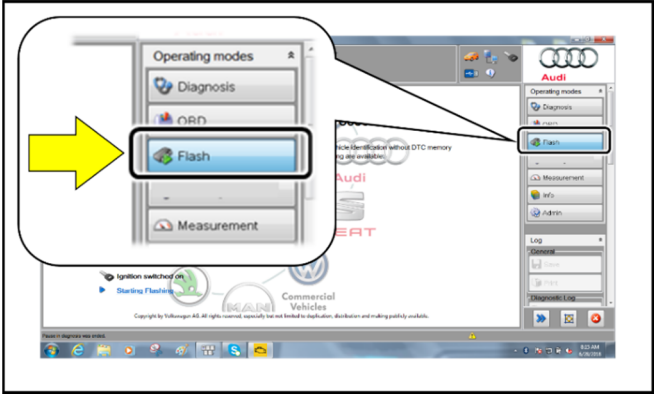
When connecting the charger directly to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. **DO NOT** connect the ground cable directly to negative terminal of the battery.

- Switch on the hazard warning lights.

CAUTION

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.

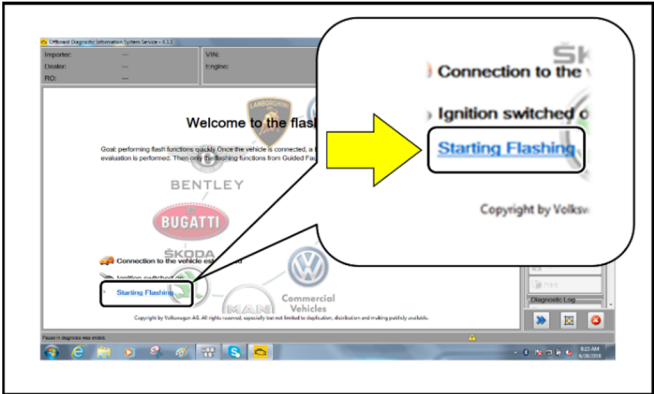
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB cable.
 - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



- From the home screen of the scan tool highlight “Flash” <1>.
- Follow the on-screen prompts.

NOTE

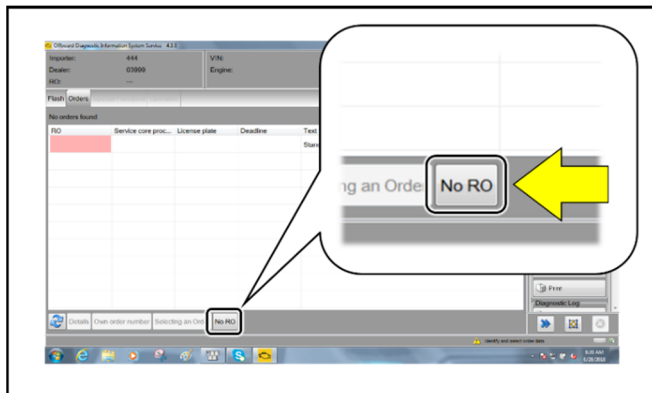
Operating mode “Flash” must be used. Performing this software update using “Diagnosis” (Guided Fault Finding) could result in non-payment of the claim.



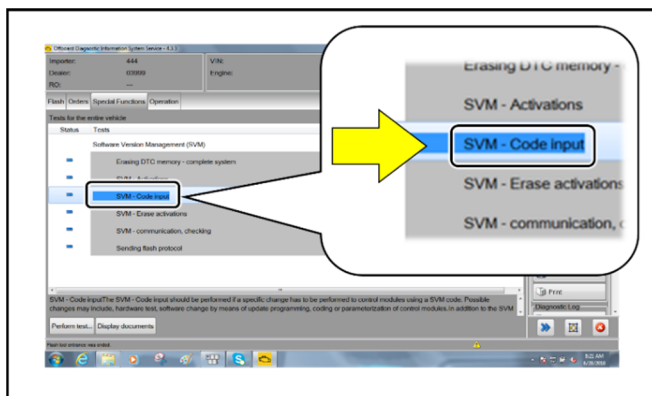
- Select “Starting Flashing” and follow the on-screen prompts.

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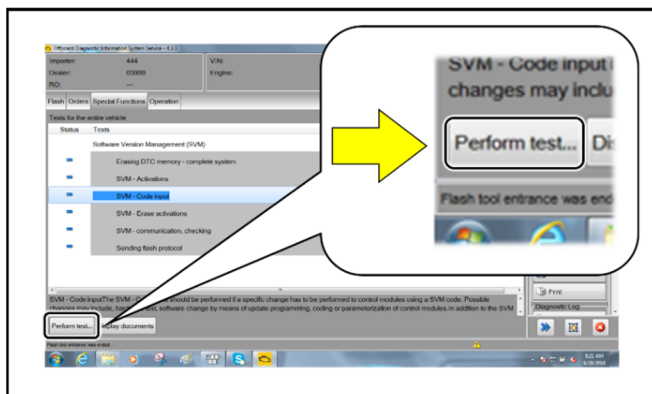
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- Select "No RO".



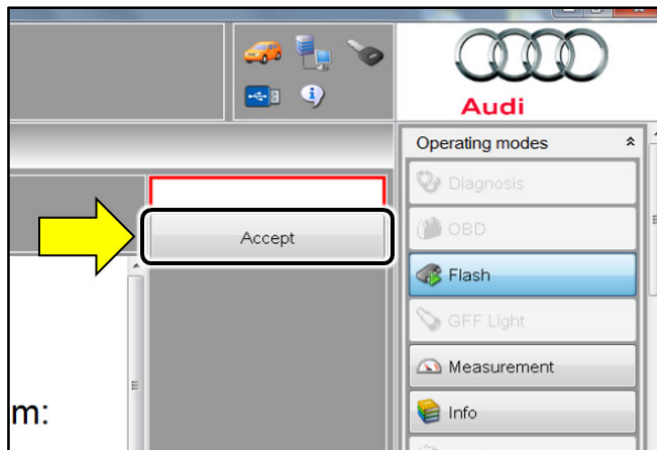
- Highlight "SVM – Code Input".



- Select "Perform test".

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NOTE

Using Bluetooth or WiFi for this action is **PROHIBITED!**

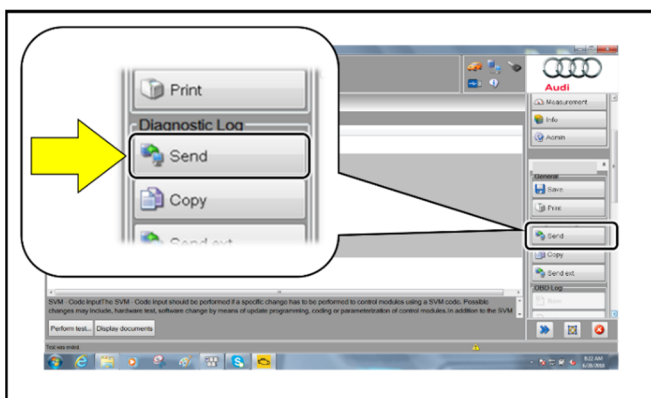
Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

- Enter the corrective action code (SVM code) as listed below.

SVM code

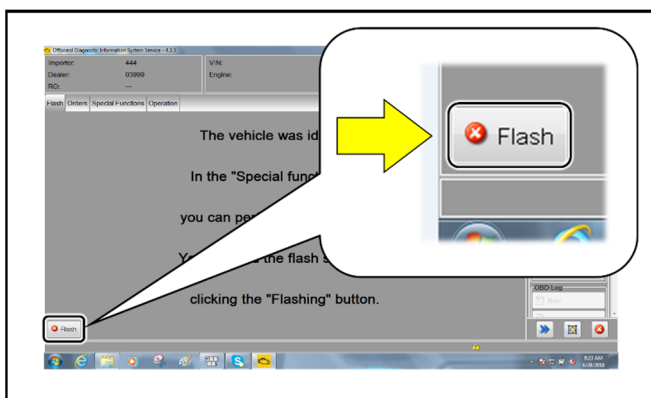
9308B032

- Select "Accept" <arrow>.
- Follow the on-screen prompts.



- After receiving confirmation that the flash completed successfully, select "Send" <arrow> to send the diagnostic protocol online.

- Follow the on-screen prompts.




- Click "Flash" <arrow> to exit the flash session.

TIP

Various event memory entries may be generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the update in order to clear the faults.


To put the vehicle in bus sleep mode, disconnect the diagnostic tester, remove the key from the vehicle and lock the vehicle with the remote for 5 minutes.

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Warranty

Claim Entry Instructions			
After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action <u>open on the day of repair</u> to the repair order.			
If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:			
✓ <u>U.S. dealers</u> : Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.			
Service Number	9308 (letter O, not number zero)		
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
	2706 89 50	10	Connect battery charger
	9310 83 99	20	De-energize high-voltage system
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	9325 25 99	Time stated on diagnostic protocol	Update Hybrid Battery Management software
Criteria I.D.	02		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	9709 19 99	10	Remove and reinstall fuse
	9091 25 99	Time stated on diagnostic protocol	Update heads up display control module software

Continued on next page



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Criteria I.D.	01 and 02		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	9310 83 99	20	De-energize high-voltage system
	9709 19 99	10	Remove and reinstall fuse
	0150 00 00	Time stated on diagnostic protocol	GFF Operations
	9325 25 99	Time stated on diagnostic protocol	Update Hybrid Battery Management software
	9091 25 99	Time stated on diagnostic protocol	Update heads up display control module software

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ELSA Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Verifying Vehicle Eligibility** To verify vehicle eligibility for this Update, *always* check the ELSA Campaign/Action Information screen. The ELSA system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Entry** For questions regarding claim entry, contact Audi Warranty.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Required Special Tools

	Battery Tester/Charger capable of minimum 90 Amp continuous supply		Diagnostic Tester -VAS6150X/VAS6160X- (or equivalent)
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Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check ELSA for the most current version of this document.