


A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the [Elsa Newsletter](#) section in the Technician References menu.

Audi Truth in Engineering 

# Audi Elsa Newsletter

Edition 53: September 16, 2013

## Content

- [Carlisle Technician Survey](#)
- [Feedback Corner](#)
- [Technical Bulletins](#)
- [Pending Service Solutions](#)
- [Campaigns](#)
- [Updates](#)
- [Suggestions](#)



## Carlisle Technician Survey

The Service Information team would like to encourage all technicians to take a few minutes to complete the 2013 Carlisle Technician survey. Your input is very important to us as we determine the projects we will focus on to support you by improving the performance and quality of our information.

We want to assure you that all of your responses will be held strictly confidential and will not be shared with your dealership.

Thank you for your contribution,  
*Your Service Information Team*

[Back to top](#)

## Feedback Corner

We have been receiving many requests to fix the Technical Bulletin list to fully populate when clicking on Technical Product Information. We have reviewed this feedback with our ElsaPro team and we have experienced this issue as well and have noted it is as a system functionality matter. As a result, we are working with Germany to resolve this.

This should be corrected in the upcoming weeks, but we currently do not have a specific time/date that can be provided. In the meantime, you may use the improved search function if you cannot readily identify a TSB quickly. We apologize for any inconvenience this may cause, but please be assured we are working to resolve this issue as quickly as possible.

Feedback Status		
New	Completed	To Factory
31	17	8

\*Please note that this feedback feature is not the place to obtain technical assistance for Audi vehicles or to report potential issues you may have experienced with a vehicle. If you require assistance in repairing or diagnosing a vehicle issue or wish to report a technical issue, please create an Audi Technical Assistance ticket and contact the Audi Technical Assistance at (800) 678-2389.

[Back to top](#)

## Technical Bulletins

### 19 Low coolant warning on; stone damage to intercooler radiator (2034439/2)

Model(s)	Year	Vehicle Specific Equipment
S4, S5, S5 Cab	2010–2013	3.0 FSI Engine
A6, A7	2012–2013	3.0, 4.0 FSI Engine

**Condition:** The coolant warning light is illuminated. Coolant is leaking from the front intercooler radiator because of stone damage to the radiator.

**Production Solution:** Beginning with CW15 2013, a protective grill has been added.

### 61 Convertible top, cleaning exterior cloth (2010342/6)

Model(s)	Year	Vehicle Specific Equipment
A4/S4 Cabriolet	2003–2009	Not Applicable
A5/S5 Cabriolet	2010–2015	Not Applicable
TT Roadster	2003–2015	Not Applicable
R8 Spyder	2011–2015	Not Applicable

**Condition:** Convertible top exterior cloth appears soiled.

**Production Solution:** Not applicable.

### 37 Hesitation after deceleration at lower speeds (2035167/1)

Model(s)	Year	Vehicle Specific Equipment
RS5, RS5 Cab	2013	Not Applicable

**Condition:** The customer may report a hesitation when accelerating at lower vehicle speeds (4-10 mph). The condition is normally noticed after a braking or deceleration from higher speeds (30 mph or higher), and it lasts for less than one second.

**Production Solution:** New software in the transmission control module (TCM), J743, addressed the condition.

**44 Steering rack control unit cannot be coded (2027779/5)**

Model(s)	Year	Vehicle Specific Equipment
A6, A7	2011-2014	Not Applicable
A4, A5, A5 Cab, Q5	2013-2014	Not Applicable

**Condition:** After replacing the electromechanical steering with the control unit J500, the unit cannot be coded via SVM spec/actual.  
**Production Solution:** Not applicable.

**10 Engine replacement, checking for debris lodged in transferred assemblies (2018288/4)**

Model(s)	Year	Vehicle Specific Equipment
All	1998-2014	Not Applicable

**Condition:** Prior to engine replacement, any debris lodged in transferred assemblies must be removed.  
**Production Solution:** Not applicable.

**57 Customer autolock setting "Lock when driving" not available in MMI menu (2035173/1)**

Model(s)	Year	Vehicle Specific Equipment
Q5	2013-2015	MMI Navigation plus

**Condition:** Customer may report that the automatic door lock function cannot be deactivated.  
**Production Solution:** Not applicable.

**72 Audi Q5 rattle from left rear seat back (2030729/3)**

Model(s)	Year	Vehicle Specific Equipment
Q5	2009-2013	Not Applicable

**Condition:** Customer may report hearing squeak or rattle sounds coming from the rear seat area.  
**Production Solution:** Improved 2/3 rear seatback frame torsion bar to pivot incorporating internal plastic guides. The striker pin has also been improved to reduce the contact surface with the lock.

91 Bluetooth call quality poor / VR commands not recognized (2034842/2)		
Model(s)	Year	Vehicle Specific Equipment
A6, A7	2012-2014	All
<p><b>Condition:</b> The customer states:</p> <ul style="list-style-type: none"> <li>The driver's voice sounds muffled or background noise sounds very loud to other caller during Bluetooth calls. <ul style="list-style-type: none"> <li>Voice recognition commands are not recognized or voice recognition accuracy is poor.</li> </ul> </li> </ul> <p><b>Production Solution:</b></p> <ul style="list-style-type: none"> <li>Revised center air vents reduce the angle at which the vents can be pointed upward <ul style="list-style-type: none"> <li>Improved HVAC software</li> </ul> </li> </ul>		

## Pending Service Solutions

No new pending service solutions this week.

[Back to top](#)

## Campaigns

REVISION 20U3 - TDI® Clean Diesel Engine Install Misfueling Guard					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
A3	2010-2012	All	All	Verify the open Campaigns/Actions screen in ElsaWeb	Verify the open Campaigns/Actions screen in ElsaWeb
<p>As diesel engine passenger vehicles become more popular, auto manufacturers have seen an increase in the number of misfueling cases where diesel engine vehicles are mistakenly fueled with gasoline. The resulting fuel system contamination can lead to costly repairs that are not covered under warranty.</p>					

[Back to top](#)

## Updates

No new updates this week.

[Back to top](#)

## Suggestions

Please send comments or suggestions to: [aoa.workshopinformation@audi.com](mailto:aoa.workshopinformation@audi.com)

[Back to top](#)

© 2013 Audi of America, Inc. All rights reserved. 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.