

Technical Service Bulletin



43 Vehicle lowers itself, air suspension warning light on, software outdated (PR-2MB or 1BK)

43 13 16 2033589/1 May 8, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2010 - 2012	All	PR-2MB / PR – 1BK Air Suspension

Condition

- The vehicle is a Q7 with suspension PR-2MB or PR-1BK.
- Customer may complain that the vehicle lowered on its own, and that the warning lights for air suspension and headlight range regulation are on in the instrument cluster.
- Any 2 of the following DTCs are stored in the level control system control module, J197 (address word 34):
 - **DTC 774** (Left rear level control system sensor - G76: no signal/communication)
 - **DTC 775** (Right rear level control system sensor - G77: no signal/communication)
 - **DTC 776** (Left front level control system sensor - G78: no signal/communication)
 - **DTC 1769** (Sensor for vehicle leveling right front – G289: no signal/communication)
- At least two DTCs, for two different sensors, must be stored (e.g., front right and rear right) for this TSB to be applicable.

Technical Background

A random combination of two vehicle level sensors with similar frequency signal affects the level control system control module.

Production Solution

Not applicable.

Service

- If the DTCs are sporadic and have occurred less than three times, the software is the cause. Update the software using the instructions below.
- If the DTCs are still present after the vehicle has been asleep (e.g., parked and locked for at least 30 minutes) or if the DTCs have occurred more than three times, the software is not the cause and this TSB does not apply. Use Guided Fault Finding to diagnose the vehicle.

Software Update:

1. Update the level control system module, J197 (address word 34), with SVM code **34A003**. The software version after the update is **SW7890**.
2. After the software update, code and then adapt the level control system module. If the module is not coded and then adapted after the software update, then the update will not work.



Tip: The software update can only be used for the following control module versions:

Hardware	Part number	Software version
4L0907553	4L0910553D	H03 SW7700
	4L0910553G	H03 SW7770
	4L0910553H	H03 SW7870
4L0907553E	4L0910553H	H04 SW7870

An update of other control module versions is not possible and is not allowed with this TSB.

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Warranty

Claim Type:	Use applicable claim type. If vehicle is outside any warranty, this Technical Service Bulletin is informational only.		
Service Number:	4316		
Damage Code:	0039		
Labor Operations:	Charge battery	2706 8950	10 TU
Diagnostic Time:	GFF	0150 0000	Time stated on diagnostic protocol
	Road test prior to service procedure	No allowance	0 TU
	Road test after service procedure	No allowance	0 TU
	Technical diagnosis at dealer's discretion (Refer to Section 2.2.1.2 and Audi Warranty Online for DADP allowance details)		
Claim Comment:	As per TSB #2033589/1		

Additional Information

All parts and service references provided in this TSB are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.