



Date: August 2, 2016  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Service Action 82B8 – Climate Control Module Software Update  
Certain 2013-2016 MY Audi allroad, A5 Cabriolet, A4 Sedan, A5 Coupe and Audi Q5 Vehicles

We would like to inform you of an upcoming service action. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>Service Action</b>	
<b>SAGA CODE</b>		82B8	
<b>MARKET(S)</b>		United States and Canada	
<b>AFFECTED VEHICLES</b>		Certain 2013-2016 MY Audi allroad, A5 Cabriolet, A4 Sedan, A5 Coupe and Audi Q5 Vehicles	
<b>TOPIC</b>		Climate Control Module Software Update	
<b>PROBLEM DESCRIPTION</b>		On Audi vehicles with auxiliary air heater (PTC element) manufactured within a specific period, the heating performance may decrease over time.	
<b>CORRECTIVE ACTION</b>		Update climate control module software.	
<b>CUSTOMER NOTIFICATION DATE</b>		August 2016	
<b>ELSA VISIBILITY DATE</b>		On or about August 3, 2016	
<b>OMD Web VISIBILITY DATE</b>		On or about August 3, 2016	
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 216,440</b>	<b>CANADA: 36,824</b>
<b>APPROXIMATE REPAIR TIME</b>		Up to 80 TU	
<b>SPECIAL TOOLS NEEDED?</b>		SEE CAMPAIGN WORK PROCEDURE	
<b>PARTS REQUIRED</b>		None – software update only	
<b>EXPIRATION DATE</b>		December 31, 2017	
<b>ADDITIONAL INFORMATION</b>		Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .	



Audi

# Service Action

## Code: 82B8

<b>Subject</b>	<b>Climate Control Module Software Update</b>
<b>Release Date</b>	August 3, 2016
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2013 - 2016 MY Audi allroad, A5 Cabriolet, A4 Sedan, A5 Coupe, and Audi Q5</b>  <i>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 <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	On Audi vehicles with auxiliary air heater (PTC element) manufactured within a specific period, the heating performance may decrease over time.
<b>Corrective Action</b>	Update climate control module software.
<b>Parts Information</b>	Software update only; no parts needed.
<b>Code Visibility</b>	On or about August 3, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about August 3, 2016, this campaign code will show open on affected vehicles in Elsa.  On or about August 3, 2016, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Owner Notification</b>	Owner notification will take place in August 2016. Owner letter examples are included in this bulletin for your reference.
<b>Campaign Expiration Date</b>	This campaign expires on December 31, 2017. Repairs 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. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .

### Claim Entry Instructions

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 customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	82B8
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal part
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	01
	Connect Battery Charger Labor operation: 2706 89 50      10 T.U. -AND- Update software. Labor operation: 8218 25 99      Time stated on diagnostic protocol (max 70 TU)

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 82B8 - Climate Control Module Software Update  
Certain 2013 - 2016 Model Year Audi allroad, A5 Cabriolet, A4 Sedan, A5 Coupe, and Audi Q5 Vehicles**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2013-2016 model year Audi allroad, A5 Cabriolet, A4 Sedan, A5 Coupe, and Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** On Audi vehicles with auxiliary air heater (PTC element) manufactured within a specific period, the heating performance may decrease over time.

**What will we do?** Your authorized Audi dealer will perform a software update of the climate control module. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you free of charge **only until December 31, 2017**. If you wish to have this service performed after that date, your dealer's normal labor cost associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Service Action 82B8 - Climate Control Module Software Update  
Certain 2013 - 2016 Model Year Audi allroad, A5 Cabriolet, A4 Sedan, A5 Coupe, and Audi Q5 Vehicles**

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**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

**ATTENTION!**

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.

**Required Tools**



- VAS6150C – Diagnostic Tester (or equivalent)



- VAS5054A – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)

**Repair Instruction**

**Section A - Check for Previous Repair**

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

**i TIP**  
 On the date of repair, print this screen and keep a copy with the repair order

- Confirm the Campaign/Action status <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.

**Proceed to Section B**



## Section B – Repair

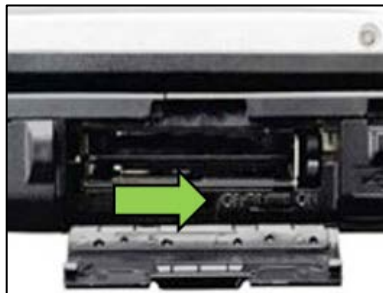
### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **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.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth 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.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



**VAS 6150 & VAS 6150A**  
(Front panel behind handle)



**VAS 6150B**  
(Right side behind WIRELESS door)



**VAS 6150C**  
(Left side behind SC/EX door)

### 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 claim may not be reimbursed if there is no confirmation response to support the claim.



- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Connect the VAS6150C Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
  - If the Bluetooth symbol is shown <Red Arrow> 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 select Flash.
- Follow the on-screen prompts.
- Select "SVM code input."
- Enter SVM code 82B8A256.
- Follow the on-screen prompts.
- Send Flash log online.

**Proceed to Section C**

## Section C – Campaign Stamp

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_  
Technician: \_\_\_\_\_  
Date: \_\_\_\_\_

Item#: AUD4927ENG

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).

OR

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

Item # AUD4927FRE

**ALL WORK IS COMPLETE**