



Audi

# Technical Service Bulletin

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## Service

1. For allroad and Q5, check Elsa to determine if **Update 91L3** applies:
  - If **91L3** applies, do not perform this bulletin. Perform **91L3** instead.
  - If **91L3** does not apply, proceed to step 2.
2. Check for and clear stored DTCs in the amplifier (digital sound system control module), J525 (address word 47).
3. Perform Software Version Management (SVM) action code: **19A005**.
4. Disconnect scan tool, turn ignition off, lock vehicle, and wait for communication bus to fall asleep.
5. Attempt to duplicate customer's original concern.
6. If the issue is still present, contact the Technical Assistance Center for further troubleshooting assistance. Attach the GFF scan and specified/actual comparison.
7. Before releasing the vehicle, verify that no DTCs are stored in the amplifier.
8. Explain to customer that there is not a hardware defect with the vehicle. Replacing components related to the audio system will not cure the issue.



**Tip:** The SVM Process must be completed in its entirety so that the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.