

# Technical Service Bulletin



## 00 Audi A8 L W12 Engine and Transmission Repair Authorization

00 12 43 2026692/4 December 21, 2012. Supersedes Technical Service Bulletin Group 00 number 11-28 dated June 16, 2011 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8L	2011-2013	All	6.3L W12 engine

## Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised header data (Added MY13)
3	6/16/2012	Revised header data (corrected VIN listings)
2	6/13/2012	Revised header data (revised VIN breaks)
1	6/8/2012	Original Publication

If an all-new 2012 Audi A8 L W12 arrives at an Audi dealership and requires diagnosis or repair, a Repair Authorization must be obtained.

A Technical Assistance Center (TAC) ticket **must be created for Engine Transmission concerns only, prior to any repair related to the Audi A8 L W12.**

Routine maintenance and PDI do *not* require prior authorization or a Technical Assistance Center (TAC) ticket.

For all other concerns:

These procedures are *mandatory* until further notice.

Warranty repairs without repair authorization via a TAC contact will not be reimbursed.

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## Technical Background

Audi of America is requesting your cooperation in supplying us with technical information vital to the technical support of the Audi A8 L W12 for Engine Transmission concerns only, prior to any repair related to the Audi A8 L W12.

Through our combined efforts and cooperation, we will be able to raise the level of Audi quality and overall customer satisfaction.

## Production Solution

Not applicable.

## Service

The following procedure should be followed by all Audi technicians for all vehicle issues **except routine maintenance, PDI or repairs where a TSB applies.**

1. Verify customer concern.
2. Begin GFF diagnosis. Do *not* remove any part or disconnect electrical connectors until instructed to do so.
3. Create a ticket using the Technical Assistance Center System in ElsaWeb.
4. Select **A8 L W12 Engine & Transmission only Repair Authorization** in the Concern Type field for proper routing to our launch-dedicated TAC Consultant, as shown below.

Create Ticket	
Ticket Information	
Concern Type:	Select concern type
Technician Code:	Select concern type
Dealer Code:	Oil Consumption Repair Authorization Audi Automatic Transmission Audi- Electrical and MMI A/C - CV Top -Brakes- Body/Chassis/Suspension & Air Bag
VIN:	Engine and Engine Electronics
Model:	<b>2012 A8 W12 Engine &amp; Transmission only Repair Authorization</b>
Mileage/Kilometer:	Audi Standard Transmission and Final Drive Audi R8/R8 Spyder Launch Repair Authorization A7 Launch Repair Authorization TDI fuel and exhaust Repair Authorization
	Technician Name:
	Vehicle Information
	Make:
	Model Year:
	Engine Code:
	Technician Questionnaire

5. Describe the customer concern with as much detail as possible. Fill in all required fields.
6. Please include your cell phone number in the TAC ticket. The TAC consultant will use this number to contact you so you can be near the car during the conversation.
7. Always attach the Collection Services Diagnosis Log and photos that can illustrate the concern.
8. Activate the TAC ticket promptly by calling the Technical Assistance Center for further instruction before carrying out any repairs.

The Repair Authorization and repair plan will be communicated via the TAC launch dedicated consultant within an hour of receiving the technician's call. This will ensure that the correct information is gathered so that any issues found can be properly repaired and improved in production. If there is no response within the hour, the technician may proceed with the repair. If necessary a Launch Team Member maybe dispatched to the dealer to perform additional detailed analysis. This will also be communicated to the technician.

In the event the Technical Assistance Center System is down, the technician may call the Technical Assistance Center for assistance; however, a TAC Ticket must still be submitted to validate the warranty claim.

Through the Audi Launch Allowance Program, Audi dealers may claim **30 time units** when a TAC ticket is properly opened and **30 time units** when the TAC ticket is closed with appropriate attachments and detailed repair information. Dealers may claim an additional **40 time units** when replaced parts are sent within 48 hours to the Warranty Parts Return Center.

Further instructions on how to claim the additional time units can be found in the Audi Warranty Service Circular AWA-11-07 dated June 6th, 2011.

### **Warranty and Parts Return Process:**

The Audi Warranty Parts Return Center will notify the dealership of part requests on all closed TAC tickets within one (1) business day.

Warranty Parts Return Center personnel will:

- Create and e-mail a Warranty Part Shipping Request form for each part request.
- Create a shipping label in the Warranty Parts Shipping Portal.
- Follow up with the dealership if the requested part(s) is not shipped within 48 hours.

Dealership personnel should:

- Print the pre-addressed shipping label from the Warranty Parts Shipping Portal.
- Return the requested part(s) to the Warranty Parts Return Center the same day.

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- Enter the warranty claim into SAGA within 24 hours of repair.

Replaced parts on the warranty claim will be requested through SAGA with the exception of Hazard Material (HAZMAT) parts. In the event a HAZMAT part (airbag, seat belt, battery, etc.) is requested through SAGA, please contact the Audi Warranty Helpline at (866) 677-2834. HAZMAT parts will be requested on a case-by-case basis during the launch. The HAZMAT part should be shipped as outlined in the Warranty Parts Request User's Guide. Engines and Transmissions will be requested on a case by case basis.

Follow the shipping guidelines as outlined in the User's Guide for Shipping Engines and Transmissions.

The SAGA barcode should be printed in all cases. If requested parts are returned prior to receiving the SAGA barcode, email the Warranty Parts Return Center at [audiwprc@audi.com](mailto:audiwprc@audi.com) with comments regarding the return along with the FedEx tracking number. If the parts have not been returned at the time of claim submission, the SAGA barcode should be sent with the requested parts. A printed copy of the TAC ticket as well as all applicable required documentation must be included when sending the requested parts.

## Warranty

Audi of America will reimburse Audi dealers for Repair Authorization participation until further notice. Please Review the Warranty Service Circular AWA-11-03 for detailed claim and participation information for the Audi Launch Allowance Program

## 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.