

# Technical Service Bulletin



October 02, 2012

## 66F5 UPDATE - Emblems on rear lid incorrect (NVLW)

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q7	2013	000001 – 003182	3.0TDI

## Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

Emblems on the rear lid are incorrect.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 66F5 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

## Technical Background

The emblem package on the rear lid of certain model year 2013 Audi Q7 3.0 TDI vehicles is incorrect (Figure 1). The labeling “3.0 TDI Quattro” was installed on the right side of the rear lid. The correct emblem is displayed in Figure 2.



*Figure 1. Wrong labeling.*



**Figure 2.** Correct labeling should be “TDI Quattro” without “3.0”.

## Production Solution

Correct emblems applied in production.

## Service

### For dealer inventory vehicles:

Please check any of these vehicles in dealer inventory and remove the “3.0” emblems leaving the “TDI Quattro” emblems installed.

### For customer vehicles:

Please ask the customer if they wish to have the “3.0” emblems removed or if they wish to leave the emblems installed before performing any repair. Proceed as the customer desires.



**Tip:** As specified in ElsaWeb the emblems may need to be warmed using a hot air gun to a temperature of 40°C (104°F). If necessary, clean any remaining residue with **D 009 401 04** All Purpose Cleaner. Exercise care when removing the emblems to protect the surrounding painted area.

# Technical Service Bulletin



## Warranty


<b>Update Time Requirements/ Reimbursement</b>	To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 66F5 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
<b>66F5 Saga Claim Entry Procedure</b>			
Check ElsaWeb to determine whether Update <b>66F5</b> is open.			
<b>Service No.:</b> 66F5			
<b>Damage Code:</b> 0099			
<b>Parts Manufacturer -</b> Removed part: 002			
<b>Claim Type</b>			
Sold vehicle = 7X1			
Unsold vehicle = 7X9			
<b>Saga Accounting Instructions</b>			
<b>Criteria ID</b>	<b>Repair operation</b>	<b>Labor Operation Number</b>	<b>TU</b>
All	Customer DECLINES removal of emblem	0183 00 99	10 TU
	Customer REQUESTS emblem to be removed or dealer inventory	6650 53 50	20 TU
There is no reimbursement for vehicle wash or loaner vehicle.			
<b>If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.</b>			
<i>If the customer agrees to pay for the repair:</i>			
Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.			
<i>If the customer does not agree to pay for the repair:</i>			
Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.			

# Technical Service Bulletin




- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ElsaWeb Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Update Verification** For verification, *always* check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Input** For questions regarding claim input, contact the Warranty Helpline.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

## Required Parts and Tools

Part Number	Part Description	Illustration	Quantity
D 009 401 04	All Purpose Cleaner		0.1

# Technical Service Bulletin



VAS 1978/14A	Hot air blower (or equivalent)		1
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- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@audi.com](mailto:upperorderlimits@audi.com). Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 66F5 code open in ElsaWeb. Your order will be reviewed and processed accordingly.

## Additional Information

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