

Audi ElsaWeb Newsletter

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Quality Rewards Program

The ElsaWeb Feedback Quality Rewards program was a huge success in 2012 and we thank all of you who took the time to participate by providing so much valuable feedback. The Quality Rewards program will be coming to a close at the end of 2012, but you can still earn Audi Winner's Circle Rewards for each feedback that you send in until the end of the year.

Just because the rewards program is ending does not mean the feedback should. In 2013 we encourage you to continue sending in feedbacks to help increase the quality of the Service Information and make the content better for everyone. So, keep those feedbacks coming, and remember, the Audi Winner's Circle Rewards are automatically added to your account and can be used for a variety of great prizes.

- 5 Feedback Submissions: Level One – 500 Winner's Circle points
- 10 Feedback Submissions: Level Two – 500 Winner's Circle points
- 15 Feedback Submissions: Level Three – 5,000 Winner's Circle points
- (Total of 6,000 Winner's Circle points possible)

Feedback Corner

This week's feedback is from Andrew regarding the Repair Manual for a 2008 A6. He stated:

"There is a bolt position missing from illustration A-17-10022. There is an additional bolt in the corner near group 3 (closest to the transmission end) that must be removed. There are 22 bolts that need to be removed instead of the 21 listed."

The Service Information Team reviewed the feedback and was able to confirm that the feedback was correct and the Repair Manual was updated. Andrew included his full name and email address with the feedback and will receive Audi Winner's Circle Rewards for helping improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
5	18	1

*Please note that this feedback feature is not the place to obtain technical assistance for Audi vehicles, or to report potential issues you may have experienced with a vehicle. If you require assistance in repairing or diagnosing a vehicle issue, or wish to report a technical issue, please create an Audi Technical Assistance ticket and contact the Audi Technical Assistance at (800)-678-2389.

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Technical Bulletins

34 Customer complains of a creaking noise from the left front of the vehicle. The concern is more noticeable when cold.		
Model(s)	Year	Vehicle Specific Equipment
TTRS	2012	Not Applicable
Customer complains of a creaking noise from the left front of the vehicle. The concern is more noticeable when cold. The noise can be clearly heard at load change.		

42 Loud cracking or rubbing noises when steering (cars without Audi magnetic ride suspension)		
Model(s)	Year	Vehicle Specific Equipment
A3	2006–2011	Without Audi magnetic ride
TT	2008–2011	Without Audi magnetic ride
Loud cracking or rubbing noises when turning steering wheel. Steering is not affected and will operate normally.		

44 Model Year 2013 Alignment - Repair Authorization		
Model(s)	Year	Vehicle Specific Equipment
All	2013	Not Applicable
Customers may report the following conditions on vehicles with less than 2 weeks in service or less than 500 miles. In some cases these conditions may be noticed at PDI. • Vehicle pulls – left or right • Steering wheel not leveled or off-center. In some cases both concerns may be reported.		

57 Remotes sporadically not recognized		
Model(s)	Year	Vehicle Specific Equipment
A7	2012	Not Applicable
Customer states one or both of the following: • While entering the car using Audi Advanced Key, the doors will not unlock. • When pushing the start button, 'Key Not Recognized' shows in the Driver Information Display.		

87 Air conditioning inoperative		
Model(s)	Year	Vehicle Specific Equipment
A4	2009–2011	Not Applicable
A5,S5	2008–2011	Not Applicable
Cabrio	2010–2011	Not Applicable
A6	2005–2011	Not Applicable
A8	2004–2011	Not Applicable
Condition: - Air conditioning is inoperative. - The HVAC blower functions normally. - Battery discharged; however, when charged, there is no bus silence when vehicle ignition is off.		

87 Climate system is not cooling as desired		
Model(s)	Year	Vehicle Specific Equipment
Q7	2007–2014	Not Applicable
The A/C system is not cooling as desired in hot weather areas.		

87 Uncomfortable passenger compartment temperature		
Model(s)	Year	Vehicle Specific Equipment
A6/A7	2012–2013	Not Applicable
The customer may report that after selecting a specific temperature in AUTO mode, the resulting airflow and temperature are uncomfortable.		

90 Rattle sound from Heads Up Display		
Model(s)	Year	Vehicle Specific Equipment
A6/A7	2012	All
The customer may report hearing a rattle sound coming from near the Head Up Display when driving over various road surfaces.		

91 Bluetooth call quality issues for caller on other end of call		
Model(s)	Year	Vehicle Specific Equipment
A6/A7	2011—2013	Bluetooth Hands-Free Calling
A5 Cab.	2011—2013	Bluetooth Hands-Free Calling
TT	2011—2013	Bluetooth Hands-Free Calling
The driver's voice is difficult to clearly understand by the caller on the other end of the call when using the Bluetooth hands-free telephone system. The driver's voice sounds muffled, as if you are hearing them while under water.		

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Campaigns

No new Campaigns in ElsaWeb.

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Updates

No new Updates in ElsaWeb.

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Repair Manuals

No new Repair Manuals in ElsaWeb.

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Wiring Diagrams

No new Wiring Diagrams in ElsaWeb.

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Suggestions:

Please send comments or suggestions to: aoa.WorkshopInformation@audi.com

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