

# Technical Service Bulletin



## 00 Audi A8 4.0T, S6, S7 and S8 Engine and Transmission Repair Authorization

00 12 42 2030428/2 December 21, 2012. Supersedes Technical Service Bulletin Group 00 number 12-37 dated August 13, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2013	All	4.0T Engine
S6			
S7			
S8			

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2		Revised header data (corrected VIN listings)
1	8/13/2012	Original Publication

If an all-new 2013 **Audi A8 4.0T, S6, S7 and S8** 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 and Transmission concerns only, prior to any repairs.**

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.

## Technical Background

Audi of America is requesting your cooperation in supplying us with technical information vital to the technical support of the **Audi A8 4.0T, S6, S7 and S8 vehicles.**

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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 engine and transmission 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 4.0T Engine & Transmission Auth** (highlighted below) in the Concern Type field for proper routing to our launch-dedicated TAC Consultant, as shown in Figure 1.

The screenshot shows a web form titled 'Create Ticket'. Under the 'Ticket Information' section, there is a dropdown menu labeled 'Select concern type'. The dropdown is open, showing a list of options. The option 'A8 4.0T S6 S7 S8 & A8 W12 Engine & Transmission Auth' is highlighted in blue. Other visible options include 'RS5 Launch Repair Authorization', 'Oil Consumption Repair Authorization', 'Audi R8/R8 Spyder and R8 GT Repair Authorization', 'TDI fuel and exhaust Repair Authorization', 'Campaign Technical level 2 only', 'Audi Automatic Transmission', 'Audi- Electrical and MMI', 'A/C - CV Top -Brakes- Body/Chassis/Suspension & parts', 'Audi-Engine and Engine Electronics', and 'Audi Standard Transmission and Final Drive'.

Figure 1. Select A8 4.0T Engine & Transmission Auth.

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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.

## 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.