

# Technical Service Bulletin



## 00 Audi Q5 Hybrid Repair Authorization

00 12 38 2031122/1 September 28, 2012.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi Q5 Hybrid	2013	All	Not Applicable

## Condition

If an all-new 2013 **Audi Q5 hybrid** 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 all 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 Q5 hybrid vehicles.**

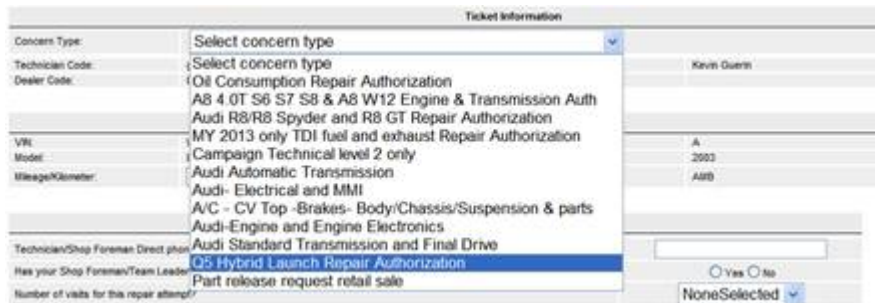
Through our combined efforts and cooperation, we will be able to raise the level of Audi quality and overall customer satisfaction.

## Production Solution

No changes to production have been made, as no issue has been identified.

## Service

1. Verify Customer Concern.
2. Begin GFF diagnosis. Do not remove any part or disconnect electrical connections until instructed to do so.
3. Create a TAC ticket using the Technical Assistance Center System in ElsaWeb.
4. Select **Q5 Hybrid Launch Repair Authorization** in the Concern Type field for proper routing to our launch-dedicated TAC Consultant as shown below:



The screenshot shows the 'Ticket Information' form in ElsaWeb. The 'Concern Type' dropdown menu is open, displaying a list of options. The option 'Q5 Hybrid Launch Repair Authorization' is highlighted in blue. Other visible options include 'Oil Consumption Repair Authorization', 'A8 4 0T S6 S7 S8 & A8 W12 Engine & Transmission Auth', 'Audi R8/R8 Spyder and R8 GT Repair Authorization', 'MY 2013 only 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'. The form also shows fields for 'Technician Code' (Kevin Guern), 'Dealer Code', 'VIN', 'Model' (A), 'Mileage/Kilometer' (2003), and 'Audi'.

**Figure 1.** Q5 Hybrid Launch Repair Authorization.

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 close to the car during the conversation.
7. Always attach the Collection Services Diagnosis Log and photos of the concern.
8. Activate the TAC ticket promptly by calling the TAC 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.



## Warranty

This TSB is informational only and not applicable to any Audi warranty.

## 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.