

Technical Service Bulletin



00 Audi RS 7 Repair Authorization

00 13 52 2035074/1 August 29, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 7	2014	All	4.0T

Condition

- If a model year 2014 Audi RS 7 (engine code CRDB) requires diagnosis or repair of the engine, transmission, air suspension, wheels and tires, and/or brake system, a Repair Authorization is required prior to repair.
- These procedures are mandatory until further notice.
- Routine maintenance, PDI, and repair of other systems do not require prior authorization or a TAC ticket.
- Any repairs related to the engine, transmission, air suspension, wheels and tires, and/or brake system completed without a Repair Authorization via a TAC contact will not be reimbursed.

Technical Background

In an effort to gain information on the systems listed above, we are asking that you contact TAC before replacing any parts. This will assist us in diagnosing any potential issues.

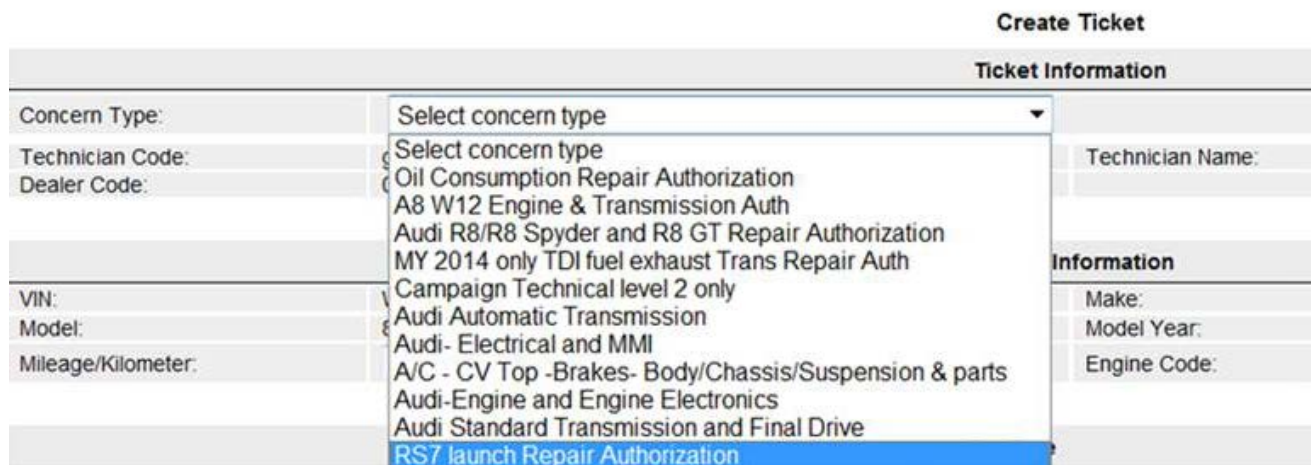
Production Solution

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

Service

The procedures listed below should be followed for all engine, transmission, air suspension, wheels and tires, and/or brake system concerns.

1. Verify customer concern.
2. Create a ticket using the TAC System in Elsa.
3. In the **Concern Type** field, select **RS 7 Launch Repair Authorization** for proper routing (Figure 1).



The screenshot shows a 'Create Ticket' form with a 'Ticket Information' section. The 'Concern Type' dropdown menu is open, displaying a list of options. The option 'RS7 launch Repair Authorization' is highlighted in blue at the bottom of the list. Other options include 'Oil Consumption Repair Authorization', 'A8 W12 Engine & Transmission Auth', 'Audi R8/R8 Spyder and R8 GT Repair Authorization', 'MY 2014 only TDI fuel exhaust Trans Repair Auth', '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 includes fields for Technician Code, Dealer Code, VIN, Model, Mileage/Kilometer, Technician Name, Make, Model Year, and Engine Code.

Figure 1. Select RS 7 Launch Repair Authorization.

4. Describe the customer concern with as much detail as possible. Fill in all required fields.
5. Attach a GFF LONG form log that includes a spec/actual for any concern.
6. Activate the TAC ticket promptly by calling the TAC for further instruction *before* carrying out any test plans, erasing fault codes, or making repairs.
7. In the event the Technical Assistance Center System is down, the Audi Technician may call TAC for assistance; however, a TAC ticket must still be submitted to validate the warranty claim.

Parts Return

If part(s) are required to be replaced, an email will be sent to the dealer Parts Champion with a link to a printable, pre-paid, and pre-addressed FedEx shipping label for express delivery to the Audi of America Warranty Parts Return Center.

Warranty

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

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Additional Information

All parts and service references provided in this TSB (2035074) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.