

# Technical Service Bulletin



## 01 Model year 2014 Audi A8L TDI clean diesel Repair Authorization

01 13 75 2033224/1 March 13, 2013.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8L	2014	all	TDI clean diesel engine (CPNA)

## Condition

If an Audi model year 2014 A8L TDI clean diesel (engine code CPNA) requires diagnosis or repair of the engine, diesel fuel delivery, exhaust after-treatment (SCR/AdBlue and emissions) systems, or transmission, a Repair Authorization is necessary prior to repair.

This also applies to any messages related to AdBlue shown in the DIS.

- 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, diesel fuel delivery, exhaust after-treatment (SCR/AdBlue or emissions) systems, or transmission completed without Repair Authorization via a Technical Assistance Center (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, diesel fuel delivery, exhaust after-treatment (SCR/AdBlue or emissions) system, or transmission issues.

1. Verify customer concern.
2. Create a ticket using the Technical Assistance Center System in ElsaWeb.
3. In the **Concern Type** field, select **MY 2014 only TDI fuel exhaust Trans Repair Authorization** for proper routing.

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Create Ticket

Ticket Information	
Concern Type:	Select concern type
Technician Code:	Select concern type
Dealer Code:	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 2014 only TDI fuel exhaust Trans Repair Auth
VIN:	Campaign Technical level 2 only
Model:	Audi Automatic Transmission
Mileage/Kilometer:	Audi- Electrical and MMI
	A/C - CV Top -Brakes- Body/Chassis/Suspension & parts
	Audi-Engine and Engine Electronics
	Audi Standard Transmission and Final Drive
	Q5 Hybrid Launch Repair Authorization
	Part release request retail sale
Technician/Shop Foreman Direct phone number or	
Has your Shop Foreman/Team Leader been involved in the diagnosis of this vehicle?	
Number of visits for this repair attempt?	

Vehicle Information	
Make:	
Model Year:	
Engine Code:	

Questionnaire	

**Figure 1.** Selecting MY 2014 only TDI fuel exhaust Trans Repair Authorization.

4. Describe the customer concern with as much detail as possible, and fill in all required fields.
5. Always attach the Collection Services Diagnosis Log.
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 the Technical Assistance Center 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.

## 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.