

# Technical Service Bulletin



## 00 Audi Q5 Hybrid Repair Authorization

00 13 45 2031122/3 February 6, 2013. Supersedes Technical Service Bulletin Group 00 number 12-39 dated October 4, 2012 for reasons listed below.

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

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i> (Added parts list)
2	10/4/2012	Revised <i>Header</i> (Updated VIN range)
1	9/28/2012	Original publication

A Repair Authorization must be obtained if an Audi Q5 hybrid arrives at an Audi dealership and requires diagnosis or repair for any of the following concerns. Create a Technical Assistance Center (TAC) ticket before starting repairs on any of these concerns.

- Traction Motor (**0BW901152A**)
- Power Electronics (**06F907080H**)
- High Voltage Battery (**8R0915591**)
- High Voltage Cables (**8R0971015C**, **8R1971013**, **8R1971725**)
- High Voltage A/C compressor (**8R0260797**)
- Auxiliary Battery (**8R0915105**)
- Any hybrid warning messages in the instrument cluster (Figure 1)



*Figure 1: Hybrid warnings on the instrument cluster*

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.

Part numbers are for reference only; please rely on ETKA for the correct part numbers.

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## 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 (Figure 2).

Ticket Information	
Concern Type:	Select concern type
Technician Code:	Select concern type
Dealer Code:	Kevin Guern
	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
VIN:	A
Model:	2003
Mileage/Kilometer:	A8B
	Audi Automatic Transmission
	Audi- Electrical and MMI
	A/C - CV Top -Brakes- Body/Chassis/Suspension & parts
	Audi-Engine and Engine Electronics
Technician/Shop Foreman Direct phone:	Audi Standard Transmission and Final Drive
Has your Shop Foreman/Team Leader:	<input type="radio"/> Yes <input type="radio"/> No
Number of visits for this repair attempt:	Q5 Hybrid Launch Repair Authorization
	Part release request retail sale
	NoneSelected

**Figure 2.** 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.

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## 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.

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.