

Technical Service Bulletin



01 Model year 2014 Audi Q5 TDI, A6 TDI, A7 TDI, A8L TDI clean diesel - Repair Authorization

01 13 28 2033224/3 September 12, 2013. Supersedes Technical Service Bulletin Group 01 number 13-10 dated June 24, 2013 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------------|------|-----------|----------------------------|
| A6, A7, A8, Q5 | 2014 | All | TDI Clean Diesel |

Condition

| REVISION HISTORY | | |
|------------------|-----------|---|
| Revision | Date | Purpose |
| 3 | - | Revised header data (Corrected Elsa display) |
| 2 | 6/24/2013 | Revised header data (Added applicable models) |
| 1 | 3/3/2013 | Initial publication |

If a model year 2014 Q5 TDI, A6 TDI, A7 TDI, or A8L TDI clean diesel (engine code CPNA or CPNB) 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 Elsa.
3. In the **Concern Type** field, select **MY 2014 only TDI fuel exhaust Trans Repair Authorization** for proper routing (Figure 1).

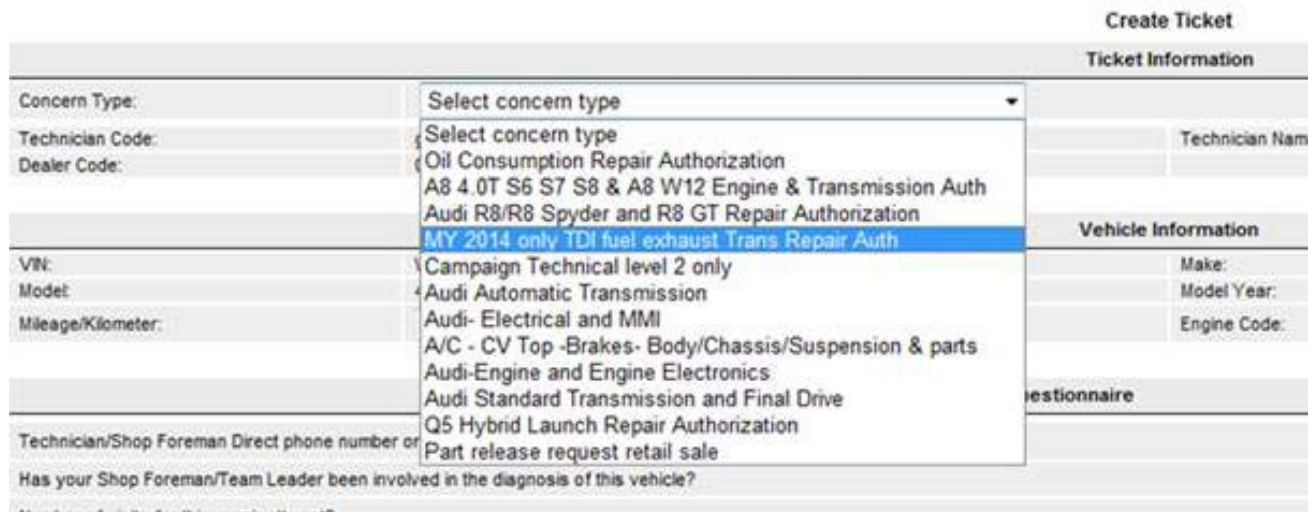


Figure 1 shows a screenshot of the 'Create Ticket' form in the Elsa system. The 'Concern Type' dropdown menu is open, displaying a list of options. The option 'MY 2014 only TDI fuel exhaust Trans Repair Auth' is highlighted in blue. Other options include 'Oil Consumption Repair Authorization', 'A8 4.0T S6 S7 S8 & A8 W12 Engine & Transmission Auth', 'Audi R8/R8 Spyder and R8 GT Repair Authorization', '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', 'Audi Standard Transmission and Final Drive', 'Q5 Hybrid Launch Repair Authorization', and 'Part release request retail sale'. The form also includes fields for Technician Code, Dealer Code, VIN, Model, Mileage/Kilometer, and Technician/Shop Foreman Direct phone number of.

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. 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 (2033224) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.