

A PDF of this newsletter and previous ones can be found by logging in to ServiceNet and clicking on the [Elsa Newsletter](#) section in the Technician References menu.

Audi  
Truth in Engineering 

# Audi Elsa Newsletter

Edition 110: November 3, 2014

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## Important: Improvements to Technical Information Titles in ElsaPro

Technical Challenge:

In response to technician feedback, Audi of America is pleased to announce upcoming changes to ElsaPro. Through multiple feedback channels (Elsa Feedback, Carlisle, Dealer Visits), we have learned that some technical information is difficult to locate in Elsa. By analyzing your comments and responses, we have found that many of your comments are related to two topics:

1. **Inconsistent naming** of folders and links in Elsa

## 2. Improper naming/description of folders and Links in Elsa

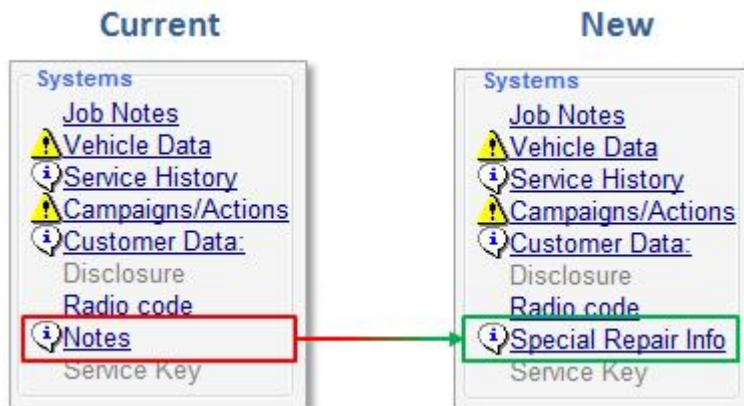
We have addressed the two issues above and will make the changes described below on Nov. 10, 2014.

### Resolution:

To make it easier to locate information in Elsa, Audi of America has worked with the Factory to make the following changes:

#### 1. Inconsistent Naming:

On the home page of Elsa, rename the Systems menu link “Notes” to “**Special Repair Information**” to better describe the list it displays.

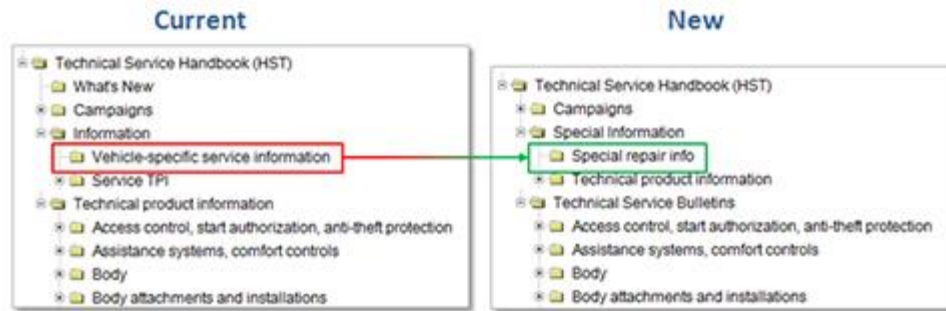


This link lists the PSS and Repair Authorization links relevant for the vehicle VIN that has been entered.

#### 2. Improper Naming:

To match the link description, the name of the folder where the information is stored will now be labeled with the same description.

- a. The folder titled “Vehicle-specific service information” will change to “**Special Repair Information**”.

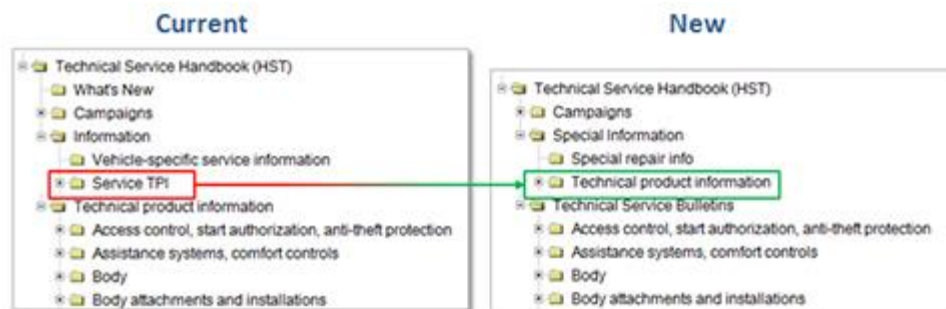


This folder contains the PSS and Repair Authorization documents that are listed in the “Special Repair Information” link on the Systems menu.

- b. The “Technical Product Information” folder, which contains the Technical Bulletins, will be properly retitled “Technical Service Bulletins”.



- c. The “Service TPI” folder will be retitled “Technical Product Information”.



This folder contains any non-warranty related information that provides Tips and/or hints to help with repairs.

## Technical Bulletins

46 3.0T & 3.0TDI Brake noise (PR-1LL) (2038647/1)		
Model(s)	Year	Vehicle Specific Equipment
A8	2013–2014	3.0T & 3.0TDI
<b>Condition:</b> Customer may report hearing brake squeal when the vehicle comes to a stop at slow speeds. In some cases, the noise may be intermittent and difficult to reproduce. <b>Production Solution:</b> Improved front brake pads and discs.		

48 Steering wheel leather damage, all vehicles (2028220/4)		
Model(s)	Year	Vehicle Specific Equipment
All	2005–2016	Not Applicable
<b>Condition:</b> Steering wheel appearance damaged due to external impact (e.g., contact with finger nails, zippers, watches, rings, etc.). <b>Production Solution:</b> Not applicable.		

44 Tightening wheel bolts (2010334/6)		
Model(s)	Year	Vehicle Specific Equipment
All	1995–2016	Not Applicable
<b>Condition:</b> Wheel bolt requires torque adjustment. <b>Production Solution:</b> Not applicable.		

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## Pending Service Solutions

No new Pending Service Solutions this week.

## Campaigns

No new campaigns this week.

## Updates

No new updates this week.

## Suggestions

Please send comments or suggestions to: [aoa.workshopinformation@audi.com](mailto:aoa.workshopinformation@audi.com)

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