

# Technical Service Bulletin



## 00 Audi A8 L W12 engine and transmission - Repair Authorization

00 14 58 2026692/5 January 31, 2014. Supersedes Technical Service Bulletin Group 00 number 12-43 dated December 21, 2012 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2011 - 2014	All	W12 engine

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added CTNA engine code)
4	6/20/2013	Revised header data (Added MY14)
3	6/16/2012	Revised header data (corrected VIN listings)
2	6/13/2012	Revised header data (revised VIN breaks)
1	6/8/2012	Original Publication

If a 2012 - 2015 Audi A8 L W12 arrives at an Audi dealership and requires diagnosis or repair, a Repair Authorization must be obtained.

Prior to any repair, a Technical Assistance Center (TAC) ticket must be created for **engine and transmission concerns only**. 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.

## Technical Background

Audi of America is requesting your cooperation in supplying us with technical information vital to the technical support of the Audi A8 L W12 for **engine and transmission concerns only**.

Through our combined efforts and cooperation, we will be able to raise the level of Audi quality and overall customer satisfaction.

## Production Solution

Not applicable.



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## Service

The following procedure should be followed by all Audi technicians for all vehicle issues (excluding routine maintenance, PDI, or repairs for which a TSB applies).

1. Verify customer concern.
2. Begin GFF diagnosis. Do *not* remove any part or disconnect electrical connectors until instructed to do so.
3. Create a ticket using the TAC system in Elsa.
4. Select **A8 L W12 Engine & Transmission only Repair Authorization** in the Concern Type field for proper routing to our launch-dedicated TAC Consultant, as shown below.

Create Ticket	
Ticket Information	
Concern Type:	Select concern type
Technician Code:	Select concern type
Dealer Code:	Oil Consumption Repair Authorization
	Audi Automatic Transmission
	Audi- Electrical and MMI
	A/C - CV Top -Brakes- Body/Chassis/Suspension & Air Bag
VIN:	Engine and Engine Electronics
Model:	<b>2012 A8 W12 Engine &amp; Transmission only Repair Authorization</b>
Mileage/Kilometer:	Audi Standard Transmission and Final Drive
	Audi R8/R8 Spyder Launch Repair Authorization
	A7 Launch Repair Authorization
	TDI fuel and exhaust Repair Authorization
	Technician Name:
	Vehicle Information
	Make:
	Model Year:
	Engine Code:
	Technician Questionnaire

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 near the car during the conversation.
7. Always attach the Collection Services Diagnosis Log and photos that illustrate the concern.
8. Activate the TAC ticket promptly by calling the Technical Assistance Center for further instruction before carrying out any repairs.

The Repair Authorization and repair plan will be communicated via the TAC dedicated consultant within an hour of receiving the technician's call. This will ensure that the correct information is gathered so that any issues found can be properly repaired and improved in production. If there is no response within the hour, the technician may proceed with the repair. 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 bulletin is for information only and is not applicable to any Audi warranty.



## Additional Information

All parts and service references provided in this TSB (2026692) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.