

# Technical Service Bulletin



## 00 Q5 hybrid components - repair authorization

00 15 71 2031122/5 January 9, 2015. Supersedes Technical Service Bulletin Group 00 number 13-50 dated May 22, 2013 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2013 - 2015	All	Hybrid engine

## Condition

REVISION HISTORY		
Revision	Date	Purpose
5	-	Revised header data (Added model year) Revised <i>Condition</i> (Added information stating that TSB and RVU actions do not require a TAC ticket)
4	5/22/2013	Revised <i>Condition</i> (Added "Other repairs" to actions not requiring a TAC ticket) Revised <i>Service</i> (Removed step)
3	02/06/2013	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 a 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 components or 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*

Prior authorization or a Technical Assistance Center (TAC) ticket is not required for repairs provided in any applicable TSB or RVU, for routine maintenance, for PDI, or for repairs on components and concerns not listed above. For all hybrid-specific components and concerns listed above:

# Technical Service Bulletin



- 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.

## 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 TAC system in Elsa.
4. Describe the customer concern with as much detail as possible. Fill in all required fields.
5. 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.
6. Always attach the Collection Services Diagnosis Log and photos of the concern.
7. Activate the TAC ticket promptly by calling the TAC for further instruction before carrying out any repairs.

### 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 TAC system is down, the technician may call TAC 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 (2031122) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.