

Technical Service Bulletin



00 A3 e-tron - Repair Authorization

00 15 77 2042390/1 November 5, 2015.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A3	2016	All	e-tron

Condition

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the Audi A3 e-tron. The procedure outlined below is mandatory for all dealers and should be followed when the first Audi A3 e-tron arrives at your dealership until further notice.

NOTE: The repair authorization process should not be followed for routine maintenance services and PDI inspections.

Technical Background

Not applicable.

Production Solution

Not applicable.

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 Elsa.
4. Select **New Audi A3 e-tron Launch Repair Authorization** in the Concern Type field for proper routing to our launch-dedicated TAC Consultant as shown below (Figure 1):

Technical Service Bulletin

A screenshot of a web-based form for creating a technical service bulletin. The form is titled "Ticket Information" and includes fields for "Select concern type", "Technician Name", "Vehicle Information" (Make, Model Year, Engine Code), and "Questionnaire". A dropdown menu is open under "Select concern type", listing various concern types. The option "New Audi A3 e-tron Launch repair Authorization" is highlighted in blue. Other options include "Oil Consumption Repair Authorization", "A8 W12 Engine & Transmission Auth", "Audi R8/R8 Spyder and R8 GT Repair Authorization", "MY 2015 only TDI fuel exhaust Trans Repair Auth", "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", and "Part release request retail sale".

Figure 1. A3 e-tron repair authorization.

5. Describe the customer concern with as much detail as possible. Fill in all required fields.
6. 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 TAC for further instruction before carrying out any repairs.

Within one hour of receiving the technician's call, our launch team will either provide a repair plan or make the decision to send a Launch Team Member to the dealer. If there is no response within the hour, the technician may proceed with the repair.

Through the Audi Launch Allowance Program, Audi dealers may claim **30 time units** when a TAC ticket is properly opened and **30 time units** when the TAC ticket is closed with appropriate attachments and detailed repair information. Dealers may claim an additional **40 time units** when requested parts are sent within 48 hours to the Warranty Parts Return Center.

Further instructions on how to claim the additional time units can be found in the Audi Warranty Service Circular **AWA-15-10**, dated October 30, 2015.

Warranty and Parts Return Process:

The Audi Warranty Parts Return Center will notify the dealership of a part return on all closed Audi Technical Helpline case numbers within one (1) business day.

Warranty Parts Return Center personnel will:

- Contact the Parts Manager to confirm part availability for each part request.
- Create a shipping request in the Warranty Parts Portal (WPP).
- Contact the dealership if the requested part(s) is not picked up by FedEx in 48hrs.

Dealership personnel should:

- Monitor the Outstanding Warranty Parts Report in the WPP for new requests.
- Print the pre-addressed shipping label from the WPP.

Technical Service Bulletin



- Return the requested part(s) with repair documentation and a printed copy of the Audi Technical Helpline case number to the Warranty Parts Return Center same day.
- Enter the warranty claim into SAGA within 24 hours of repair.

Thank you for your cooperation and participation. If you have any questions, please contact your Regional After Sales Manager (RASM).

Warranty

This TSB is informational only and is not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2042390) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.