

Technical Service Bulletin



00 A4 - Repair Authorization

00 16 81 2043558/1 March 3, 2016.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A4	2017	All	Not Applicable

Condition

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the 2017 Audi A4. The procedure outlined below is mandatory for all dealers and should be followed when the first 2017 Audi A4 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.
3. Create a TAC ticket using the Technical Assistance Center System in Elsa.
4. Select **New Audi A4 Launch Repair Authorization** in the Concern Type field as shown below (Figure 1).

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Select concern type

- Select concern type
- 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
- New Audi A4 Launch repair Authorization**
- Part release request retail sale

Ticket Information

Technician

Vehicle Information

Make:

Model Year:

Engine Code

Questionnaire

Figure 1. 2017 Audi A4 launch Repair Authorization

- Describe the customer concern with as much detail as possible. Fill in all required fields.
- 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.
- Attach the Collection Services Diagnosis Log and photos of the concern.
- Activate the TAC ticket promptly by calling the 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 your dealership. 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-16-01** dated March 4, 2016.

Warranty and Parts Return Process:

The Audi Warranty Parts Return Center will notify the dealership of a part return on all closed Audi TAC 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).



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- Contact the dealership if the requested part(s) is not picked up by FedEx in 48 hours.

Dealership personnel should:

- Monitor the Outstanding Warranty Parts Report in WPSP for new requests.
- Print the pre-addressed shipping label from the WPP.
- Return the requested part(s) with repair documentation and a printed copy of the Audi TAC case number to the Warranty Parts Return Center same day.
- Enter the warranty claim into SAGA within 24 hours of repair.

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 (2043558) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.