



Technical Service Bulletin

00 S4, S5, S5 Cabriolet, S5 Sportback, and SQ5 Engine Only EA839 V6 TFSI - Repair Authorization

00 17 87 2047204/2 March 24, 2017. Supersedes Technical Service Bulletin Group 01 number 17-05 dated March 15, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
S4, S5, SQ5	2017	All	EA839 V6 TFSI
S5 Sportback	2018	All	EA839 V6 TFSI

Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header data (Updated VIN breaks)
1	03/15/2017	Initial publication

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the all new EA839 V6 TFSI engine. The procedure outlined below is mandatory for all dealers and should be followed when the first EA839 V6 TFSI (S4, S5, S5 Cabriolet, S5 Sportback, and SQ5) arrives at your dealership until further notice. This process entails only engine related repairs.

Note:

The Repair Authorization Process should not be followed for routine maintenance services and PDI inspections.

Technical Background

Not applicable.

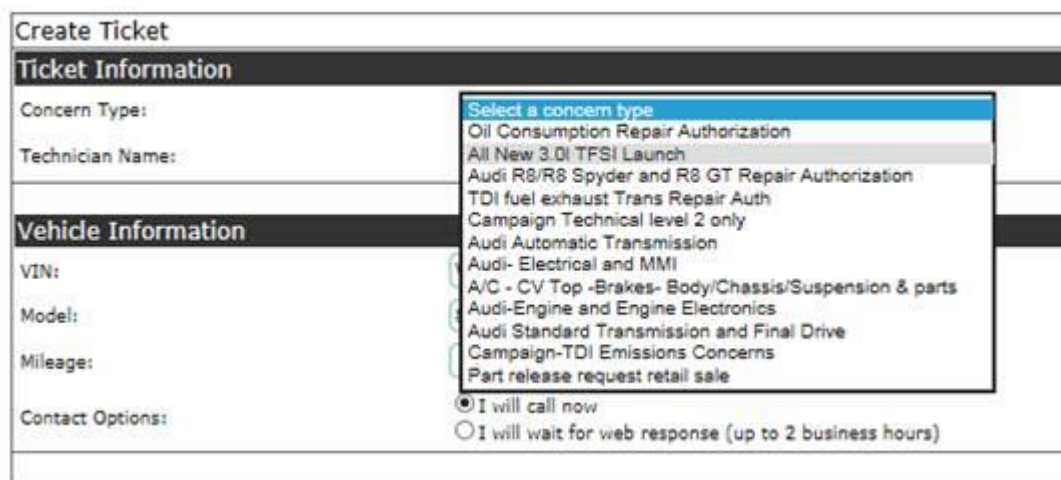
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Production Solution

Not applicable.

Service

1. Verify customer concern, ensure it is only applicable to the engine (service numbers 1000-2999).
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 **All New 3.0l TFSI Launch** in the Concern Type field as shown below (Figure 1).



Create Ticket

Ticket Information

Concern Type: Select a concern type

Technician Name:

Vehicle Information

VIN:

Model:

Mileage:

Contact Options:

☒ I will call now

☐ I will wait for web response (up to 2 business hours)

Figure 1. All New 3.0l TFSI Launch

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 near the car during the conversation.
7. Attach the Collection Services Diagnosis Log and photos of the concern.



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8. 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-17-06** dated March 12th, 2017.

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 Shipping Portal (WPSP).
- 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 WPSP.
- 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.



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Additional Information

All parts and service references provided in this TSB (2047204) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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