



Technical Service Bulletin

00 Technician preparation when calling the Audi Technical Assistance Center (TAC)

00 17 89 2002047/9 April 3, 2017. Supersedes Technical Service Bulletin Group 00 number 14-67 dated July 31, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2000 - 2019	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
9	-	Revised header data (Added model years 2018 and 2019) Revised <i>Service</i> (Added Audi Top Service Process Guide link)
8	07/31/2014	Revised <i>Service</i> (Added phone number)
7	05/01/2014	Revised header data (Added model years)

Not applicable.

Technical Background

Not applicable.

Production Solution

Not applicable.



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Service

Complete these steps before calling the Technical Assistance Center (TAC) at 800-388-2834. Please reference the Audi Top Service Process Guide at [→ https://www.audiserviceprocess.com/technical/contacting-tacs/](https://www.audiserviceprocess.com/technical/contacting-tacs/)

- Attach Guided Fault Finding (GFF) to the ticket.
- Run a Spec/Actual on the vehicle if prompted by GFF.
- Exhaust dealership resources, including service information and Technical Service Bulletins. Consult with the shop foreman/service manager.
- Enter a concise customer concern into the ticket.
- Enter summary of diagnosis performed into the ticket.
- Have vehicle production date on hand.
- Have engine or transmission code (may be required in some cases) on hand.

If you are not prepared when you call the Audi TAC, another technician will be waiting in the call queue while you gather the necessary information.

If the steps listed above have not been completed at the time the call is placed, you will be prompted to call back when prepared.

Call from a quiet place, away from the background of shop noises but close to Elsa.

Warranty

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

Additional Information

All parts and service references provided in this TSB (2002047) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

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