



Technical Service Bulletin

00 RS 5 Engine Only (2.9 TFSI DECA) - Repair Authorization

00 18 09 2050724/1 March 13, 2018.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
RS 5	2018	All	DECA Engine

Condition

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the 2.9 TFSI engine (engine code DECA) in the all-new 2018 Audi RS 5. This procedure outlined below is mandatory for all dealers and should be followed when the first RS 5 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 the 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 “**New RS 5 Engine Only Repair Authorization**” in the Concern Type field as shown below (Figure 1).



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The screenshot shows a 'Create Ticket' form with the following sections:

- Ticket Information**
 - Concern Type: (Dropdown menu is open, showing options: New RS5 Engine Only Repair Authorization, Oil Consumption Repair Authorization, Audi R8/R8 Spyder and R8 GT Repair Authorization, 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, Campaign-TDI Emissions Concerns)
 - 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. Selecting the correct concern type.

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.
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-18-06 dated March 13, 2018.

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.

1. 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.



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2. 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 not applicable to any Audi Warranty.

Additional Information

All parts and service references provided in this TSB (2016650) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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