



Technical Service Bulletin

00 Audi R8 - Repair Authorization

00 19 24 2016650/12 July 11, 2019. Supersedes Technical Service Bulletin Group 00 number 17-97 dated June 29, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
R8, R8 Spyder	2017-2018, 2020	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
12	-	Revised header (Added the model year 2020)
11	06/29/2017	Revised header (Removed model years 2014 and 2015; added the model year 2018)
10	07/05/2016	Revised header (Removed model year 2012; added the model year 2017)

If an R8 arrives and requires diagnosis or repair at a dealership that is neither an R8 Certified Dealer nor an R8 Service Point, the R8 Customer Relations Team must be contacted.

At R8 Certified Dealers and R8 Service Points, prior authorization or a TAC ticket are not required for routine maintenance, PDI, or repairs for which a TSB applies.

For all other concerns, a Repair Authorization must be obtained.

- These procedures are *mandatory* until further notice.
- Warranty repairs without repair authorization via a Technical Assistance Center contact will not be reimbursed.

Technical Background

Audi of America is requesting your cooperation in supplying us with technical information vital to the technical support of the Audi R8. This mandatory Repair Authorization will be active until further notice.

Through our combined efforts and cooperation, we will be able to raise the level of Audi quality and overall customer satisfaction.



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Production Solution

Not applicable.

Service

The following procedure should be followed by a *Certified R8 Technician* for all vehicle issues **except** routine maintenance, PDI, or repairs for which a TSB applies.

1. Verify customer concern.
2. Perform all necessary diagnostic steps.
3. Create a ticket using the system in Elsa.
4. Describe the customer concern with as much detail as possible and fill in all required fields.
5. Always attach the GFF Diagnosis Log.
6. Activate the TAC ticket promptly by calling the Technical Assistance Center for further instruction before carrying out any repairs.

In the event the Technical Assistance Center System is down, the *Certified Audi R8 Technician* may call the Technical Assistance Center for assistance; however, a TAC Ticket must still be submitted to validate the warranty claim.

Warranty

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



Tip: Warranty repairs without repair authorization via a Technical Assistance Center contact will not be reimbursed. Warranty repairs submitted by non-authorized R8 dealers and service points will not be reimbursed.

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/or ETKA for the latest information and parts bulletins. Please check the Repair Manual for fasteners, bolts, nuts, and screws that require replacement during the repair.

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