



# Technical Service Bulletin

## 00 Additional Reporting Requirements - Safety Related Inquiry

00 19 26 2052680/2 September 30, 2019. Supersedes Technical Service Bulletin Group 00 number 19-21 dated June 7, 2019 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	1999 - 2021	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
2	-	Revised header (Corrected Elsa display issue)
1	06/07/2019	Initial publication

## Additional Reporting Requirements – Safety Related Inquiries

There is a reporting obligation in the following cases:

- Airbag/seatbelt deployed/not deployed.
- General accident.
- Fire and overheat damage.



### Note:

All Audi vehicles – every model year.

## Technical Background

As the importer, Audi of America is required to monitor the vehicle and parts in the market so that safety risks can be discovered at an early stage.

### Please report the following accidents/incidents:

- Accidents with personal injury or property damage and the customer or owner wants to sue against the manufacturer.
- Accident damage for which the customer/owner does not want to sue, but threatens to get in touch with the media. The report enables the company to investigate the incident and to prepare for a publication.
- Accidents and "near miss accidents" where you as workshop personnel feel that there might be a fault in the system.



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- Non-typical defects on vehicles leading to increased safety risk in flowing traffic, stationary traffic, or in accidents.
- Vehicle fire damage with either open flames, smoldering or overheating fires. Do not make a pre-analysis so that the experts of the manufacturer can conduct an unbiased analysis.
- Every form of airbag/belt tensioner deployed/not deployed, which the customer regards as faulty or for which compensation is claimed (by the customer).



**Tip:** This information **MUST** be reported before the repair!

## Production Solution

Not applicable.

## Service

Report **all** allegations/incidents through the Audi Technical Assistance Center (TAC) system by creating a WEB ticket. Creating a WEB ticket will direct the case to the investigation team (Figure 1).



### Note:

After two hours if the WEB ticket has not been responded to proceed with repairing the vehicle as needed. In this scenario ensure the case is updated with precise details regarding the exact repair performed, before closing the case.

Contact Options:  I will call now  
 I will wait for web response (up to 2 business hours)

**Figure 1.** Web contact options.



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Select **Safety Related Inquiry per TSB 2052680** in the Concern Type field as shown (Figure 2).

Select a concern type  
New Model Launch Repair Auth - A6, A7, A8, Q8  
**Safety Related Inquiry per TSB 2052680**  
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

**Figure 2.** Safety Related Repair Inquiry.

Apart from the description of the customer allegation/incident and the information on demands against the manufacturer, please send us your first damage assessment. For the inquiry, use the online functions for attachments and diagnosis protocols for a precise description of the concern.

When documenting the damage include photos of the overall view of the damage (vehicle from all sides and close-ups of the damaged or failed component) with front airbag deployment photos of the cross member and side member (Figure 3).



**Tip:** Include all photos and extra documentation with the Repair Order.



**Figure 3.** Please attach pictures of the area, at several zoom levels, when applicable.

## **Data Protection:**

The display of people/persons and personal data, for an example license plate, vehicle identification number, and billing data are to be prevented in issuing of pictures/photographs and videos.

It is very important to have a detailed accident description.

## **Parts handling:**

So that the damage can be established precisely as part of the product observation obligation, every case is investigated individually by a team. As a result, the damaged parts are needed for laboratory tests. These parts are handled separately. Please retain all removed parts together as a package and by no means should an individual part be separated. The parts will be requested through normal part procurement methods. A shipping



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request will be made through the Warranty Parts Portal. The request may be made before a claim is filed as the immediate analysis is required in these instances.

## Warranty

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

## Additional Information

All part and service references provided in this TSB (2052680) 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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