



Technical Service Bulletin

00 MY20 Audi e-tron Sportback Launch - Repair Authorization

00 20 39 2060051/1 July 8, 2020.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Audi e-tron Sportback	2020 - 2021	All	Not Applicable

Condition

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the MY20 Audi e-tron Sportback. The procedure outlined below is mandatory for all dealers and should be followed when the first MY20 Audi e-tron Sportback arrives at your dealership until further notice.



Note:

The Repair Authorization Process should not be followed for routine maintenance services and PDI inspections. If an issue is found during PDI, please follow the process outlined in the *Service* section.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

1. Verify customer concern.
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.



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4. Select **MY20 e-tron Sportback Launch** in the Concern Type field as shown below (Figure 1).

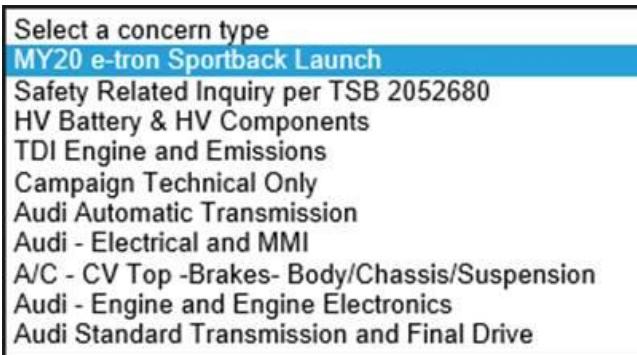


Figure 1. MY20 e-tron Sportback Launch.

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 GFF 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-20-07** dated July 17, 2020.

Warranty and Parts Return Process:



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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 Portal (WPP).
- 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 WPP for new requests.
- Print the pre-addressed shipping label from the WPP.
- 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 part and service references provided in this TSB (2060051) 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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