

 Connection offline

Vehicle-specific service

Topic	00 MY 25 Q5 B10 Launch - Repair Authorization
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2077715/1
Level	EH
Status	Released for publishing
Release date	Apr 22, 2025

Vehicle data

Q5

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
GU*	2025	A		*	*	*

Chassis numbers

Manufacturer	Filler	Type	Filler	MY	Factory	From	To	Prod from	Prod to
WA1	*	GU	*	S	*	000001	999999		

Documents

Document name
master.xml
audi_q5_b10_sweepstakes.pdf

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00 MY 25 Q5 B10 Launch - Repair Authorization

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Condition

Audi of America is requesting your cooperation in supplying us with the technical information vital to the successful launch of the New Audi Q5. The procedure outlined below is mandatory for all dealers and must be followed when the first Audi Q5 vehicles arrive at your dealership until further notice.

NOTICE

The Repair Authorization Process should not be followed for routine maintenance services and routine PDI inspections. Please refer to the *Service* section below if technical concerns are noted during the PDI.

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

1. Verify the customer concern.
2. Begin GFF diagnosis. Do not remove any part or disconnect electrical connections until you are instructed to do so.

3. Create a TAC ticket using the Technical Assistance Center System in ElsaWeb.

Select a concern type

New Audi Q5NF Technical Launch Repair Authorization

New Audi A5 B10 Technical Launch Repair Authorization

Safety Related Inquiry per TSB 2052680

HV Battery & HV Components

TDI Engine and Emissions

Campaign Technical - WEB ticket only

Audi Automatic Transmission

Audi - 48 Volt Concerns, Electrical, and MMI.

A/C - CV Top -Brakes- Body/Chassis/Suspension

Audi - Engine and Engine Electronics

Audi Standard Transmission and Final Drive

13i4 / 13i5 Review

Audi Cell Balancer request -- Web Ticket Only

93V2/93U9 HV Battery Evaluation – Web Ticket Only

931B HV Battery Evaluation – Web Ticket Only

51G0 Vehicle Study – Web Ticket Only

4. Select New Audi Q5NF Technical Launch Repair Authorization in the Concern Type field for proper routing to our launch-dedicated TAC Consultant.
5. Describe the customer concern with as much detail as possible. Fill in all required fields.
6. Please include your cell phone number in the TAC ticket. The TAC consultant will use this number to contact you so you can be close to the car during the conversation.
7. Always attach the Collection Services Diagnosis Log and photos of the concern.
8. Activate the TAC ticket promptly by calling the TAC for further instructions 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 the dealer. 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 25-04 dated April 28, 2025.

Warranty

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

Additional Information

All part and service references provided in this TSB (**2077715**) 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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