

Technical Service Bulletin



00 Audi A8 L W12 engine and transmission - Repair Authorization

00 15 73 2026692/6 April 14, 2015. Supersedes Technical Service Bulletin Group 00 number 14-58 dated January 31, 2014 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2012 - 2016	All	W12

Condition

REVISION HISTORY		
Revision	Date	Purpose
6	-	Revised header data (Removed MY11; added MY16)
5	1/31/2014	Revised header data (Added CTNA engine code)
4	6/20/2013	Revised header data (Added MY14)
3	6/16/2012	Revised header data (corrected VIN listings)
2	6/13/2012	Revised header data (revised VIN breaks)
1	6/8/2012	Original Publication

If a 2012 - 2016 Audi A8 L W12 arrives at an Audi dealership and requires diagnosis or repair, a Repair Authorization must be obtained.

Prior to any repair, a Technical Assistance Center (TAC) ticket must be created for **engine and transmission concerns only**. Routine maintenance and PDI do *not* require prior authorization or a Technical Assistance Center (TAC) ticket. For all other concerns:

- These procedures are *mandatory* until further notice.
- Warranty repairs without repair authorization via a TAC 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 A8 L W12 for **engine and transmission concerns only**.

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 all Audi technicians for all vehicle issues (excluding routine maintenance, PDI, or repairs for which a TSB applies).

1. Verify customer concern.
2. Begin GFF diagnosis. Do *not* remove any part or disconnect electrical connectors until instructed to do so.
3. Create a ticket using the TAC system in Elsa.
4. Select **A8 L W12 Engine & Transmission only Repair Authorization** in the Concern Type field for proper routing to our launch-dedicated TAC Consultant, as shown below.

The image shows a screenshot of the 'Create Ticket' form in the Elsa system. The form is divided into several sections: 'Ticket Information', 'Vehicle Information', and 'Technician Questionnaire'. The 'Concern Type' dropdown menu is open, showing a list of options. The option '2012 A8 W12 Engine & Transmission only Repair Authorization' is highlighted in blue. Other options include 'Oil Consumption Repair Authorization', 'Audi Automatic Transmission', 'Audi- Electrical and MMI', 'A/C - CV Top -Brakes- Body/Chassis/Suspension & Air Bag', 'Engine and Engine Electronics', 'Audi Standard Transmission and Final Drive', 'Audi R8/R8 Spyder Launch Repair Authorization', 'A7 Launch Repair Authorization', and 'TDI fuel and exhaust Repair Authorization'. The 'Ticket Information' section includes fields for 'Technician Name'. The 'Vehicle Information' section includes fields for 'Make', 'Model Year', and 'Engine Code'. The 'Technician Questionnaire' section is currently empty.

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 near the car during the conversation.
7. Attach the Collection Services Diagnosis Log and photos that illustrate the concern.
8. Activate the TAC ticket promptly by calling the Technical Assistance Center for further instruction before carrying out any repairs.

The Repair Authorization and repair plan will be communicated via the TAC dedicated consultant within an hour of receiving the technician's call. This will ensure that the correct information is gathered so that any issues found can be properly repaired and improved in production. If there is no response within the hour, the technician may proceed with the repair. In the event the Technical Assistance Center System is down, the technician may call the Technical Assistance Center for assistance; however, a TAC Ticket must still be submitted to validate the warranty claim.

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Warranty

This bulletin is for information only and is not applicable to any Audi warranty.

Additional Information

All parts and service references provided in this TSB (2026692) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.