



Technical Service Bulletin

00 Sales Preparation Program for New, Unused, Unsold MY2013 - 2015 Q7 TDI

00 17 03 2049182/1 November 28, 2017.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2013 - 2015	All	TDI

Condition

New, unused, unsold Gen 2.1 Q7 TDI vehicles in dealer stock may require additional attention prior to retail sale. To support dealers in preparing these vehicles for sale, and to ensure a positive customer delivery experience, Audi is offering a sales preparation program that allows dealers to prepare these vehicles before sale (within certain parameters).

Technical Background

Not applicable.

Production Solution

Not applicable.

Service

Note:

This information can also be found in AWA-17-15.

Review/perform items listed below.

Note:

A repair authorization is not required for these items. See Re-PDI checklist in the IN-FORM tool for all required inspection items.

Step 1:

- Check Elsa for any other open recall campaigns aside from 23V5 (Step 4 below). If any are found, perform/close the campaigns and claim separately from this bulletin.



Technical Service Bulletin

- Ensure that transport mode has been deactivated.
- Perform vehicle detail.
- Check tire pressures. Adjust to specification, if necessary.
- Check torque of all wheel bolts. Adjust to specification, if necessary.
- Check and replace (if necessary) wiper blades
- Perform oil change with filter
- Replace pollen filter
- Perform complete brake fluid flush
- Replace fuel filter
- Add diesel fuel (maximum \$12.00)
- Test battery using Midtronics Tester, replace if necessary
- Multi Point Inspection
- Check and adjust all other fluid levels (engine coolant, washer solvent, etc.)
- Test drive vehicle for 10 miles to check for other issues
- Ensure that the Re-PDI checklist in the IN-FORM tool is completed.

Step 2:

Review/repair the following components, if needed, based on the results of the test drive.

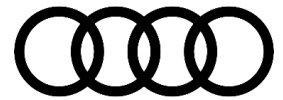


Note:

Authorization to repair/replace these components is required before proceeding with the sales preparation services.

- Brakes: If brake vibration/noise is present after road test, perform TSB 2022584: *46 Brake pulsation diagnostic guidelines*. If necessary, replace brake pads/rotors on affected axle(s).
- Tires: If tire vibration is present after road test, set all tire pressures according to the owner's manual based on customer requirements (normal vs. full load). Extend road test for an additional 10 miles at various speeds and re-check for vibration. Some tires require longer test drives to eliminate temporary flat spots. Raise the vehicle on a lift/hoist immediately after the test drive to check the balance and RFV before the tires cool down again. If vibration is still present, replaced affected tire(s).

To request authorization to repair/replace tire or brake components, send an email to AudiWarranty@audi.com with supporting documentation for the replacement of brakes/tires. Dealers should be prepared to provide documentation of 30-day inventory maintenance services, as it may be requested.



Technical Service Bulletin

Step 3:

If additional issues related to improper vehicle storage/maintenance are found with the paint, wiring, or other components, it is the responsibility of the dealer to repair these items. Repairs for non-manufacturer defects will not be reimbursed.

- Confirm completion of all items in Step 1 and Step 2 by checking them off in the Re-PDI checklist in the IN-FORM tool.

Step 4:

Note:

Step 4 may not be performed until an approved resale plan is communicated to dealers.

- Perform Campaign 23V5 emissions modification. The SAGA claim must be approved prior to resale of the vehicle.
- Ensure IN-FORM tool is properly utilized for approved emissions modification. The IN-FORM tool can be accessed here: <https://tdi-inform.track360.com/>.
- Not using the IN-FORM tool to properly document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Warranty

Note:

For step 1 claim according to Campaign 23V5 bulletin.

Claim Type:	<ul style="list-style-type: none"> • 9SP – Before Delivery. • If vehicle is outside any warranty, this Technical Service Bulletin is informational only. 		
Service Number:	X130		
Damage Code:	0010		
Labor Operations:	Step 2 items <u>without</u> battery replacement	0101 0099	460 TU
	Step 2 items <u>with</u> battery replacement	0101 0099	550 TU
	Step 3 items	See Elsa	See Elsa
Diagnostic Time:	GFF – Checking and clearing fault codes included in existing labor operations	No allowance	0 TU
	Road test prior to service procedure	No allowance	0 TU



Technical Service Bulletin

	Road test after service procedure	No allowance	0 TU
Claim Comment:	As per TSB #2049182/1		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Required Parts and Tools

Part Number	Part Description	Quantity
See ETKA for part numbers	Wiper Blades	3
See ETKA for part numbers	Oil	See fluid capacity chart
See ETKA for part numbers	Oil Filter	1
See ETKA for part numbers	Pollen Filter	1
See ETKA for part numbers	Brake Fluid	See fluid capacity chart
See ETKA for part numbers	Fuel Filter	1
See ETKA for part numbers	Battery	1

Additional Information

The following Technical Service Bulletin(s) will be necessary to complete this procedure:

- TSB 2022584, *46 Brake pulsation diagnostic guidelines*.

All parts and service references provided in this TSB (2049182) are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.

©2017 Audi of America, Inc. All rights reserved. Information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.