



# Technical Service Bulletin

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## 00 How to watch TSB videos

00 20 38 2039206/3 June 9, 2020. Supersedes Technical Service Bulletin Group 00 number 17-01 dated November 3, 2017 for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All	2000 - 2022	All	Not Applicable

## Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised title Revised header (Added model years) Revised <i>Service</i> (Added Tip)
2	11/06/2017	Revised header (Added model years)
1	12/10/2014	Initial publication

### Information:

- High-quality media files (video and sound) are now integrated into technical service bulletins on a case-by-case basis.
- Media files can now be viewed on any smartphone or tablet.

## Technical Background

Audi of America has started to host its TSB videos outside of Elsa. Doing so provides higher-quality videos, more reliable access to the videos, and the ability to view the videos on different devices.

## Production Solution

Not applicable.

## Service



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Each video has its own URL. The URL will be provided in the bulletin as both a QR code (for viewing on smart phones and tablets) and also written out as a web link (for viewing on computer internet browsers).

## Viewing the video on smartphones and tablets using the QR code:

The QR code can be used to view the video on a smart device (iPhone, iPad, Android phone, Windows phone, etc.):

- The device must have an active internet/data connection (data usage fees may apply).
- A QR reader is required, in the event your camera app does not automatically recognize the code we recommend installing a QR reader of your choice to the device.



**Tip:** The iPhone and the iPad have a QR code reader built into the camera app, just go to take a photo to read a QR code.

## Instructions for viewing:

1. Open the QR code reader app on your smart device (Figure 1).



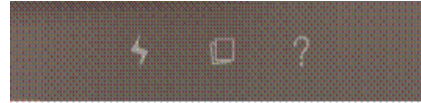
*Figure 1. Example of a QR code reader app.*



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2. Position the device and scan the QR code (Figure 2). The video file will play. The file will automatically be optimized for the resolution of the device.



**Note:**

The QR code can be scanned right from the computer monitor or from a printed copy (make sure the ink is full in the printer).



*Figure 2. Scanning the QR code.*

## Viewing the video on a computer using the web link:

The web link can be used to view the video on the computer with Elsa:

- The computer must have an active internet connection and access to a web browser.
- Elsa does not support hyperlinks, so the web link must be copied and pasted into the browser.

## Instructions for viewing:



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1. With the bulletin open in Elsa, highlight the web link (Figure 3). The web link may not be displayed in the same location on every bulletin.



<http://www.audiusa.com/>

*Figure 3. Highlighted web link in a bulletin.*

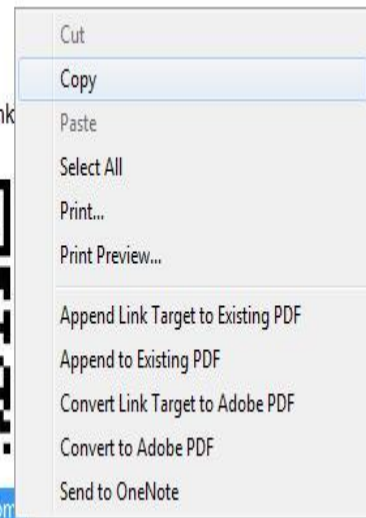
2. While the text is highlighted, right-click to open the shortcut menu. Select “Copy” (Figure 4) to copy the link.

Service

When a media file is link



<http://www.audiusa.com/>



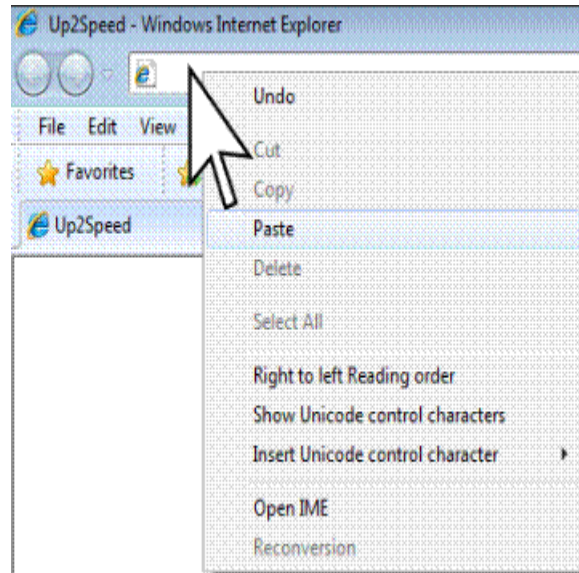
*Figure 4. Selecting “Copy”.*



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3. Open a web browser. Right-click in the address bar to open the shortcut menu, then select “Paste” (Figure 5) to insert the web link.



**Figure 5.** Pasting the web link into the browser's address bar.

4. Hit the Enter key to launch the web link in the browser (Figure 6). The video file will play. The file will automatically be optimized for the computer's operating system.



**Figure 6.** Launching the web link in the browser.

## Warranty

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

## Additional Information

All parts and service references provided in this TSB (2039206) 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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