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Audi
Truth in Engineering 

Audi ElsaWeb Newsletter

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Submit Your Article Suggestions

If you have any suggestions for topics that you would like to see covered, please email your ideas to aoa.workshopinformation@audi.com.

Top Ten 2012 Service Improvements

Here are our latest process and service improvements, plus the first of our 2013 projects.

- Established ElsaWeb Newsletter for better communication with technicians
- Implemented the Feedback Quality Rewards Program to increase accuracy and avoid missing content in Elsa Service Information
- Created web trainings for “How to find Technical Bulletins in ElsaWeb, and with Google Search”
- Reduced tool auto-shipments by 50% since 2007
- Reduced tool order cost; 56.4% of orders are \$100 or less, and 85% of orders are \$500 or less
- Established another communication channel with technicians (Elsa pop-up) with survey capability
- Implemented “How to Read Wiring Diagrams” in ElsaWeb
- Rolled out new “ODIS” diagnostic software to increase speed and stability with each update
- Created 2013 Audi Technical Quick Reference Specification Guides
- Currently developing a new ePDI tablet-based application

We look forward to delivering even more enhancements to our processes and services in the coming year.

Creating and Efficient Feedback

An efficient feedback is one that is created in the correct reference medium with a complete document path. Correct categorization of your feedback ensures proper routing to the responsible Service Information Team member and avoids delays in feedback resolution. For example, when you have a feedback regarding a labor operation, make sure you are in that specific SRT procedure, and you have not moved to another section, such as a repair manual procedure.

This is important because the reference medium of your feedback is populated automatically at the time you select the “Create” button on the Feedback screen. And, depending where you are at in the Service Information, the document path also is populated automatically. Being in the correct place when creating a feedback, ensures that the appropriate Service Information Team is reviewing the correct information to fix any errors, as well as providing you with a quick response.

Feedback Corner

This week's feedback is from Aaron regarding a 2012 Q5 Repair Manual. He stated:

“It says to open the glass panel all the way, loosen the front screws and remove the spacers. Then it says to open the front glass again, when it should say to close the front glass to the tilt position and open the sunshade.”

This feedback was reviewed by the Service Information Team and was fixed. We really appreciate you sending in feedback to help improve the quality of the repair information.

Feedback Status		
New	Completed	To Factory
11	30	5

*Please note that this feedback feature is not the place to obtain technical assistance for Audi vehicles, or to report potential issues you may have experienced with a vehicle. If you require assistance in repairing or diagnosing a vehicle issue, or wish to report a technical issue, please create an Audi Technical Assistance ticket and contact the Audi Technical Assistance at (800)-678-2389.

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Technical Bulletins

44 Model Year 2013 Alignment - Repair Authorization (2030275/5)		
Model(s)	Year	Vehicle Specific Equipment
All	2013	All
<p>Condition: Customers may report the following conditions on vehicles with less than 6000 miles. In some cases, these conditions may be noticed at PDI.</p> <ul style="list-style-type: none">• Vehicle pulls - left or right• Steering wheel not leveled or off-center <p>In some cases, both concerns may be reported.</p> <p>Production Solution: Not applicable.</p>		

85 Instrument panel vents cannot be adjusted (2032579/2)		
Model(s)	Year	Vehicle Specific Equipment
Audi Q7	2012-2013	Not applicable
<p>Condition: The air distribution fins in either of the outer instrument panel vents do not adjust. The fins may be broken or loose and cause a rattling sound. The fins may also be missing.</p> <p>Production Solution: An improved outer instrument panel vent has been implemented.</p>		

96 False warning by Audi Side Assist (2028809/5)		
Model(s)	Year	Vehicle Specific Equipment
A6, A7	2012	Audi Side Assist
<p>Condition: Customer complains that Audi Side Assist is providing false warnings (no vehicle is present). Concern may or may not be duplicated. No DTCs are present in the Audi Side Assist system.</p> <p>Production Solution: Revised Software.</p>		

94 Xenon headlights are adjusted too low (2032852/1)

Model(s)	Year	Vehicle Specific Equipment
A4	2013–2015	Xenon Headlights
<p>Condition: Only vehicles with xenon headlights (PR No 8Q3 or 8Q5) are affected. Customer complaints:</p> <ul style="list-style-type: none">• The headlights are adjusted too low.• The overall illumination pattern on the road is too short, particularly when not driving on the highway. <p>Production Solution: Not applicable.</p>		

37 Gearbox warning light briefly comes on. Fault code P0606 stored in TCM (2030582/3)

Model(s)	Year	Vehicle Specific Equipment
A6 2.0 Frontrack, A4, A5 Cabriolet	2012–2013	0AW CVT transmission
<p>Condition: Customer may report that the transmission warning light comes on. There are no drivability/starting concerns. GFF scan shows fault code P060600 (Control Module Malfunctioning, Sporadic) stored in the transmission control module, J217 (02).</p> <p>Production Solution: New software in the transmission control module addressed the condition.</p>		

94 Xenon headlights are adjusted too low (2032852/2)

Model(s)	Year	Vehicle Specific Equipment
A4	2013	Xenon Headlights
<p>Condition: Only vehicles with xenon headlights (PR No 8Q3 or 8Q5) are affected. Customer complaints:</p> <ul style="list-style-type: none">• The headlights appear to be adjusted too low.• The overall illumination pattern on the road is too short, particularly when driving on non-highway roads.		

Production Solution: Not applicable.

55 Hands free trunk release intermittently inoperative (2031273/2)

Model(s)	Year	Not Applicable
A8	2012-2014	Hands free trunk release (Advanced key, PR 4I3, from CW 45/11)
Condition: The movement-activated rear lid opening (also known as “Hands-free trunk release”) sporadically is inoperative. This feature is installed on all A8 vehicles with Audi advanced key (PR No. 4I3) from CW 45/2011 production.		
Production Solution: Not applicable.		

57 Remote key malfunction - Repair Authorization (2024463/7)

Model(s)	Year	Vehicle Specific Equipment
All Audi	2014	All
Condition: One of the following conditions is present: <ul style="list-style-type: none">• Keyless entry is inoperative.<ul style="list-style-type: none">• Remote range is poor.• Audi Advanced key is inoperative.		
Production Solution: Not applicable.		

48 Generation 3 power steering - steering stiff after engine start (2021189/4)

Model(s)	Year	Vehicle Specific Equipment
TT, A3	2009-2013	Not Applicable
Condition: Steering feels stiff after engine start on vehicles with generation 3 steering. The following entries may be stored: <ul style="list-style-type: none">• DTC 16344 (14 control unit faulty)• DTC 16353 (14 control unit incorrect)		

- DTC 16355 (14 control unit incorrect)
- DTC 16347 (07 no or wrong basic settings/adaptation)
 - DTC 16347 (14 control unit faulty)

Production Solution: Not applicable.

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Campaigns

No new campaigns in ElsaWeb.

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Updates

19i9 – Coolant Expansion Tank (NVLW)					
Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
A8, S8	2013	All	All	009820	015495
<p>This Update has been proactively released to prevent the following condition from occurring in the vehicle: It is possible that leakage may occur at the weld seam on coolant expansion tanks manufactured within a specific period on Audi A8 vehicles. The Update is in effect until removed. Vehicle must meet all of the following criteria:</p> <ul style="list-style-type: none"> • Procedure is valid only for vehicles that show the 19i9 code in the ElsaWeb Campaign/Action Information screen on the day of repair. <ul style="list-style-type: none"> • Vehicles must be within the New Vehicle Limited Warranty. • Procedure must be performed within the allotted timeframe stated in this Technical Service Bulletin. • Procedure must be performed on applicable vehicles in dealer inventory prior to sale. 					

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Repair Manuals

Repair Manuals			
Elsa Name	Model	Book Updated	Reason
4G2	A6 Sedan 2012>	Body Interior	Factory Update
4G2, 4GA	A6 Sedan, A7 Sportback 2012>	Fluid Capacity Tables	Feedback #803982
4H2, 4H8	A8, A8L 2011>	Fluid Capacity Tables	Feedback #803982
4LB	Q7 2007>	Fluid Capacity Tables	Feedback #803982
8F7	A5, S5 Cabriolet 2010>	Fluid Capacity Tables	Feedback #803982
8J3	TT Coupe 2008> TTS Coupe 2009> TT RS 2012>	Fluid Capacity Tables	Feedback #803982
8K2, 8KH	A4, A4 Avant 2009> S4 2010>	Fluid Capacity Tables	Feedback #803982
8PA	A3 2006>	Fluid Capacity Tables	Feedback #803982
8RB	Q5 2009>	Fluid Capacity Tables	Feedback #803982
8T3	A5, S5 Coupe 2008>	Fluid Capacity Tables	Feedback #803982
4G	A6 Sedan, A7 Sportback 2012>	Maintenance - Audi A6	ElsaPro
4B	A6, RS6 1998-2004 A6 Avant 1999-2004 A6 Allroad Quattro 2001-2005 S6 Avant 2002-2003	Fuel Injection and Ignition	Feedback #823759
8E	A4, A4 Avant 2002-2005 S4, S4 Avant 2004-	Engine Mechanical	Feedback #831892

	2005 A4, S4 2005–2008 RS4 Cabriolet 2008		
8H	A4 Cabriolet 2003– 2006 S4 Cabriolet 2004– 2006 A4, S4 Cabriolet 2007– 2009 RS4 Cabriolet 2008	Engine Mechanical	Feedback #831892
All	All	Wheels and Tire Guide	Factory Update
All	All	Refrigerant R134a Servicing	Feedback #826719
8R	Q5 2009>	Body Interior	Factory Update

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Wiring Diagrams

Elsa Name	Model	Book Updated
4H	A8, A8 L 2011>	Component Locations: Engine Management System
83B, 8R	Q5 2009>	2.0L gasoline engine, CPMA, from May 2012
83B, 8R	Q5 2009>	Component Locations: Control modules in front part of vehicle
8F	A5, S5 Cabriolet 2010>	2.0L gasoline engine, CPMA, from October 2011
8K	A4, A4 Avant 2009> S4 2010> Allroad 2013>	2.0L gasoline engine, CPMA, from November 2011
8T	A5, S5 Coupe 2008>	2.0L gasoline engine, CPMA, from August 2011

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Suggestions:

Please send comments or suggestions to: aoa.workshopinformation@audi.com

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