



Technical Service Bulletin

00 VIN-4-PIN reporting program

00 23 78 2066297/4 October 16, 2023. Supersedes Technical Service Bulletin Group 00 number 23-75 dated October 9, 2023, for reasons listed below.

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
All Audi Vehcles	2018 – 2025	All	Not Applicable

Condition

REVISION HISTORY		
Revision	Date	Purpose
4	-	Revised <i>Condition</i> (added photo) Revised <i>Service</i> (Technician References changed to Service References)
3	10/09/2023	Revised <i>Header</i> (Added Model Year 25) Revised <i>Service</i> (Removed ServiceNet references, updated to Elsa2Go)
2	05/09/2023	Revised <i>Header</i> (Added Model Year 24) Revised <i>Condition and Service</i> (Changed reward to <u>\$50 per eligible case</u>)

During the lifecycle of a vehicle, product issues are reported to the manufacturer which leads to product improvements. These improvements can only be made when following a well-documented fault-solving process based on receiving clear information from the dealership.

In order to ensure the long-term quality of our vehicles, we are asking for your cooperation in supplying us with the technical information vital to resolving specific topics. For this reason, the VIN-4-PIN program will be used to assist topics in the fault-solving process.

VIN-4-PIN is a program to award a **\$50 dollar bonus** for each case reported on top of any other necessary diagnosis work.

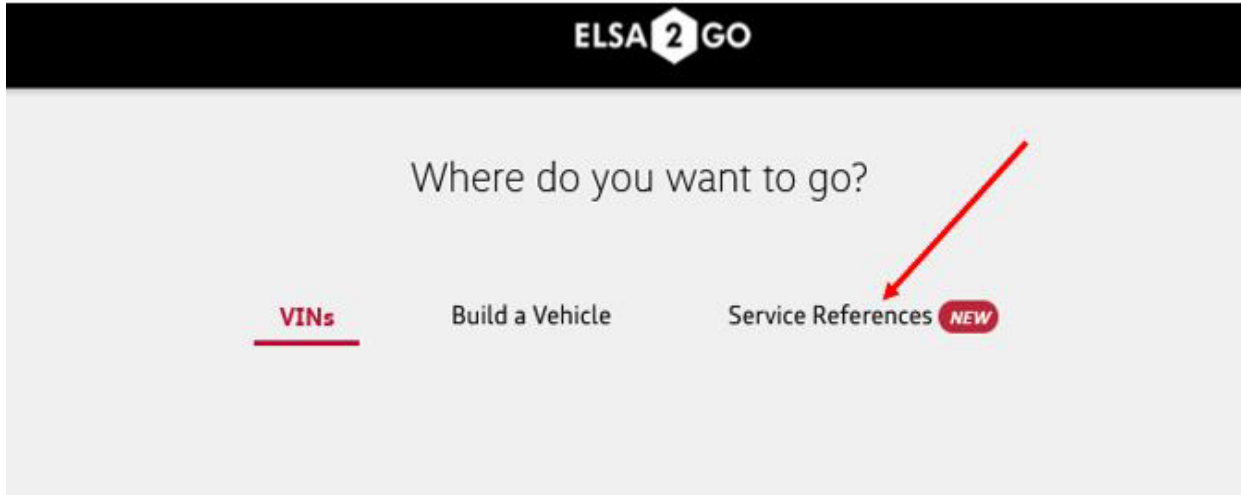
A list of current topics can be found on Elsa2Go at:

<https://www.accessaudi.com/snetljct/web/audi>



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AccessAudi>>Elsa2Go>>Service References>>Search vin4pin or v4p



Technical Background

As topics progress through the fault-solving process, specific details are needed to correctly define or locate the root cause. These details help identify root causes more quickly leading to a reduction in handling time when implementing repairs and/or production solutions.

Production Solution

Not applicable.

Service

VIN-4-PIN cases reported to TAC via web tickets are eligible for a **\$50 dollar bonus** per case submitted.

If the topic and associated worksheet are not visible on Elsa2Go at the time of TAC ticket submission, the topic is no longer needed or eligible for the bonus payment.



Tip: Do not print the topic list or worksheets for later use as the information needed can change frequently.

If a vehicle is in the shop for service with a customer concern that matches a VIN-4-PIN topic listed on Elsa2Go, a TAC web ticket can be made for the VIN-4-PIN bonus payment.



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Requirements for reporting a case:

1. **The technician must use their own login credentials when submitting a TAC case. If a TAC case is submitted using another technician's credentials, that individual will receive the bonus.**
2. All fields in the topic worksheet must be filled out with as much detail as possible.
3. All requested documentation such as videos, sound recordings, photos, MVBs, etc. are attached to the initial TAC contact.
4. A clear complaint, cause, and correction are documented in the TAC case.
5. A good contact phone number is in the TAC case for the technician working on the vehicle.
6. Case is closed promptly after TAC review.

How to report a VIN-4-PIN case:

1. Ensure the customer concern is listed on Elsa2Go>>Service references>>VIN-4-PIN Topic list.
2. Fill out the associated worksheet located at Elsa2Go >> Service references>>search vin4pin
3. Create a TAC Web ticket. In the first sentence type:
 - "Submitting VIN-4-PIN topic (then state the topic)"
 - Include customer concern, diagnosis, worksheets and media requested for the topic.
 - Individual file size must be less than 10MB for TAC attachments.
4. After a TAC consultant has reviewed and confirmed that all information needed is present, close the TAC case.

Payment details:

1. Eligible TAC cases are submitted for payment at the end of each month.
2. Bonus payments are sent out monthly.
3. The technician will receive a debit card, which should be kept for any future payments. These debit cards will be reloaded monthly for any new cases reported.
4. Initial debit card will take approximately two weeks to arrive at the dealership.
5. Subsequent payments will be made available on the same debit card initially issued.
6. Debit card is activated by following the instructions in the paperwork included with the debit card.
7. Debit card can be accessed online following the instructions in the paperwork included with the debit card.
8. **Debit card is issued to the technician listed in the TAC case. Technician MUST use their own login credentials.**
9. For questions about the debit card, payments, or lost cards contact:
 - Email: ISD@audi.com
 - Phone: 1 888 777 9336 option 1

Warranty



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

Required Parts and Tools

Delete if not needed.

Additional Information

All part and service references provided in this TSB (**2066297**) 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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