



Audi - The Advanced Maintenance Concept

Self-Study Programme 438

Like every technical object, an automobile is also subject to a certain wear and tear. To minimise wear and tear, and to keep the vehicle as safe, reliable and as value-retentive as possible, it is vital that the vehicle be serviced on a regular basis and that specific components, fluids and lubricants be changed.

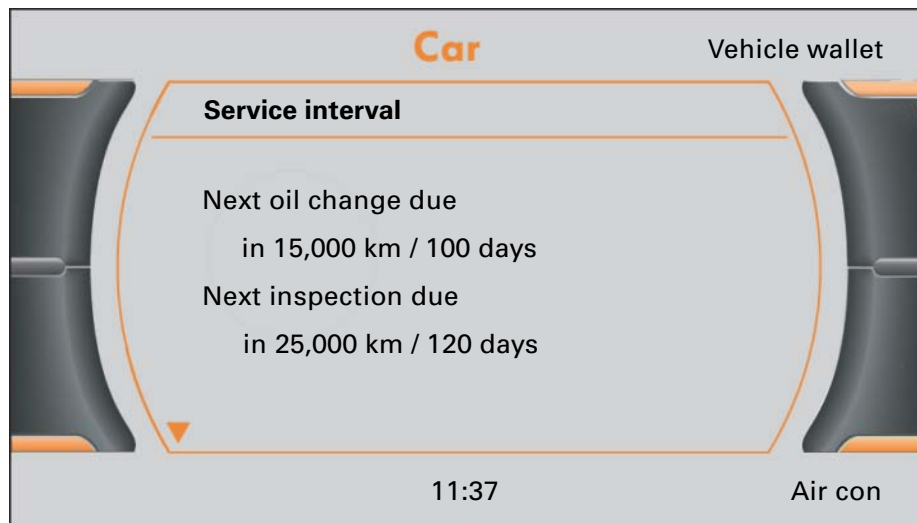
On account of this fact, Audi vehicle owners are reminded when service work is due.

It is important to find a compromise between technical and commercial considerations. On the one hand, every effort must be made to ensure that the vehicle runs properly throughout its life cycle. On the other hand, it is necessary to keep maintenance costs down to a competitive, low level.

This compromise is reflected in every conceivable maintenance concept.

It is also necessary to take into account the very different, personal driving profiles and conditions of use.

The Advanced Maintenance Concept meets all these requirements by offering customers greater transparency with regard to maintenance work and when it is due.



438_003

This Self-Study Programme provides you with all you need to know about the Advanced Maintenance Concept.

You will also find here information on the Service Key and the electronic oil level indicator.

Once you have worked your way through this Self-Study Programme, you will be able to answer the following questions:

- ▶ What's new about the Advance Maintenance Concept?
- ▶ Which information can you obtain from the new Service Interval Display?
- ▶ What are the points to note with regard to the order acceptance?
- ▶ How does the new Maintenance Chart in Elsa look?
- ▶ How do you reset the various channels of the Service Interval Display?
- ▶ How do you fill out the Service Plan?
- ▶ Which are the work items assigned to the various maintenance events?
- ▶ Which information does the electronic oil level indicator provide?
- ▶ Which data is saved on the Service Key and how can it be exported?

Maintenance concept

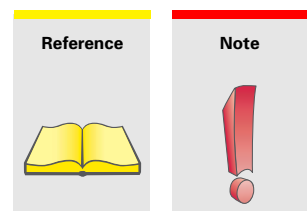
The Advanced Maintenance Concept	4
The new Service Interval Display	6
Order acceptance	8
The Maintenance Chart in Elsa	10
Resetting and setting the Service Interval Display	12
The Service Plan	13
The work items	14
The electronic oil level indicator	15
The Service Key	16
Maintenance example	20
Event 1	20
Event 2	33
Event 3	35
Event 4	38
Event 5	39

The Self-Study Programme teaches the design and function of new vehicle models, new vehicle components or new technologies.

The Self-Study Programme is not a Repair Manual.

All values given are intended as a guideline only and refer to the software version valid at the time of preparation of the SSP.

For information about maintenance and repair work, always refer to the current technical literature.



Maintenance concept

The Advanced Maintenance Concept

With regard to the maintenance concept, we have been distinguishing between fixed service intervals and LongLife Service since model year 2000.

Regardless of whether the vehicle is operated on fixed service intervals or LongLife Service, the customer is always reminded when an oil service is due.

In conjunction with the Advanced Maintenance Concept, the Service Interval Display has been provided with two additional channels which inform customers not only about due oil changes but also about mileage-dependent and time-dependent events.

These additional channels mean that the procedures for order acceptance and resetting the Service Interval Display have changed. These changes will be explained later in this SSP in the relevant chapters.

Fixed service intervals

The Service Interval Display on vehicles with fixed service intervals also distinguishes between three different service events, but the intervals themselves have remained unchanged. The following applies to vehicles operated on fixed service intervals:

- ▶ Oil change service due every 15,000 km or every 365 days
- ▶ 30,000 km inspection service due every 30,000 km or 730 days

LongLife Service

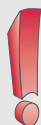
In the case of vehicles with LongLife Service, several changes apply due to the Advanced Maintenance Concept. Basically, a distinction is made between flexible service events, mileage-dependent events and time-dependent events.

- The flexible event is the engine oil change, for which the maximum possible interval is 30,000 km or 730 days, depending on the driving profile and engine oil stress.
- Mileage-dependent events involved work always due at exactly a multiple of 30,000 km, e.g. inspection work or the replacement of certain components, lubricants or fluids (e.g. dust and pollen filter, air filter, fuel filter, spark plugs, timing belt, multitronic gearbox oil etc.)
- Time-dependent events involve work always due upon expiration of defined periods, e.g. brake fluid change (due for the first time after 3 years, and thereafter every 2 years) or the replacement of certain other components, provided that the mileage limit has not already been reached (e.g. changing the dust and pollen filter after 2 years or spark plugs on certain models after 6 years, etc.).

The reasons for making this distinction are, firstly, to perform only the work actually due and, secondly, not to always carry out the same inspection work only because the oil change is due. On the other hand, it must also be ensured that the customer is notified in a timely manner of all due servicing work by his/her Service Display.

The personal driving profiles and conditions of use are the factors determining whether multiple, shorter service visits are best, or whether it makes sense to combine various service events into a single service visit.

Note



The time interval for changing the brake fluid is country specific and market specific. In Europe, the first brake fluid change is due 3 years after initial registration, and thereafter every 2 years. In Germany, therefore, the brake fluid change is scheduled to coincide with the main inspection and the exhaust emission inspection.