



Audi

Emissions Service Action

Code: 17F9

Subject	Crankcase Pressure Regulating Valve
Release Date	November 13, 2015
Revision Summary	Picture added on page 7 of the work procedure
Affected Vehicles	U.S.A. & CANADA: Certain 2011-2014 MY Audi Vehicles with 2.0L TFSI Engine <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged.
Corrective Action	Inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve.
Parts Information	Parts allocation took place prior to customer notification via Targeted Allocation. See the Campaign Data Sheet for information about Completion Factor/Replacement Rate for targeted allocation calculations. If additional parts are needed for critical cases, please contact the Parts Specialists at 800-767-6552
Code Visibility	On or about November 10, 2015, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web/AIM). A list was not posted for dealers who do not have any affected vehicles. On or about November 10, 2015, this campaign code showed open on affected vehicles in Elsa. On or about November 10, 2015, affected vehicles were identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Owner Notification	Owner notification will take place on or about November 20, 2015. Owner letter examples are included in this bulletin for your reference.
Emissions Campaigns Requirements (CALIFORNIA ONLY)	The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU). Order certificates online via the Compliance Label Ordering portal at www.accessaudi.com .
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> . Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. Labels can be ordered at no cost via the Compliance Label Ordering portal at www.accessaudi.com .

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	17F9						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark repair kit as causal part						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	20						
	<p>Inspect vehicle - Check 20 mbar valve present, no further work required Labor operation: 0183 00 99 20 T.U. -OR- Inspect vehicle - Check 20 mbar valve not present; Install repair kit. Labor operation: 1726 41 99 30 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>06H198542A</td> <td>Repair kit*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	06H198542A	Repair kit*
Quantity	Part Number	Description					
1.00	06H198542A	Repair kit*					

Customer Letter Example (USA-49 States)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 17F9 – Crankcase Pressure Regulating Valve
Certain 2011-2014 Model Year Audi Vehicles with 2.0L TFSI Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2011-2014 model year Audi vehicles with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged. If this happens, your vehicle may not pass an IM (emissions) inspection.

What will we do? Your authorized Audi dealer will inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Audi of America, Inc.,
Attn: Customer Experience (17F9)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

Customer Letter Example (United States – California)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 17F9 – Crankcase Pressure Regulating Valve
Certain 2011-2014 Model Year Audi Vehicles with 2.0L TFSI Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2011-2014 model year Audi vehicles with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged. If this happens, your vehicle may not pass an IM (emissions) inspection.
- What will we do?** Your authorized Audi dealer will inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Important information for California Vehicle Owners – California Regulations** California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:
- Audi of America, Inc.,
Attn: Customer Experience (17F9)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 17F9 – Crankcase Pressure Regulating Valve
Certain 2011-2014 Model Year Audi Vehicles with 2.0L TFSI Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Audi has determined that a defect, which relates to a prescribed emission standard, exists in certain 2011-2014 model year Audi vehicles with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged. If this happens, your vehicle may not pass an IM (emissions) inspection.
- What will we do?** Your authorized Audi dealer will inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. On or about November 10, 2015 the necessary repair instructions and parts will be available to your authorized Audi dealer.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

Audi Canada
Attn: Customer Relations (17F9)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-2834
www.audi.ca

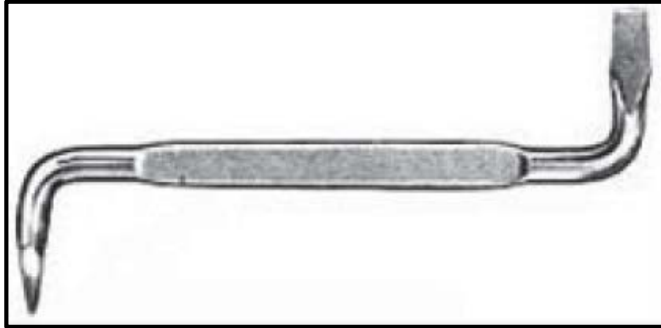
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

Campaign Work Procedure

Required Tools



- Angled screwdriver

Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Two green arrows point to the table cells: arrow 1 points to '01' and arrow 2 points to 'Open'.

i TIP

If Campaign Completion label is present, no further work is required.

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

i TIP

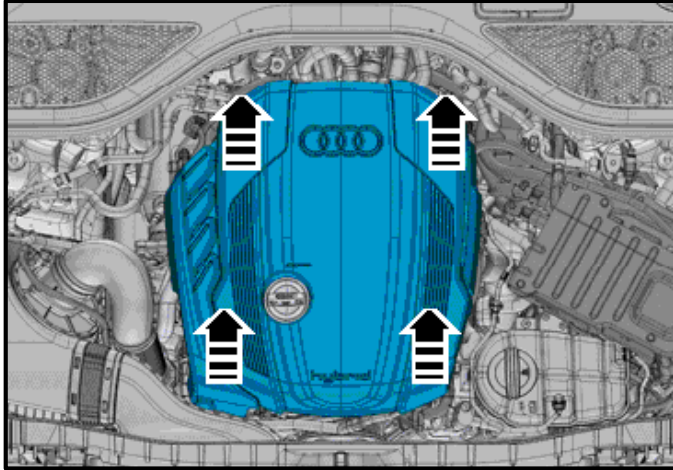
On the date of repair, print this screen and keep a copy with the repair order.

- Ensure that the Status is “Open”
<arrow 2>
- Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

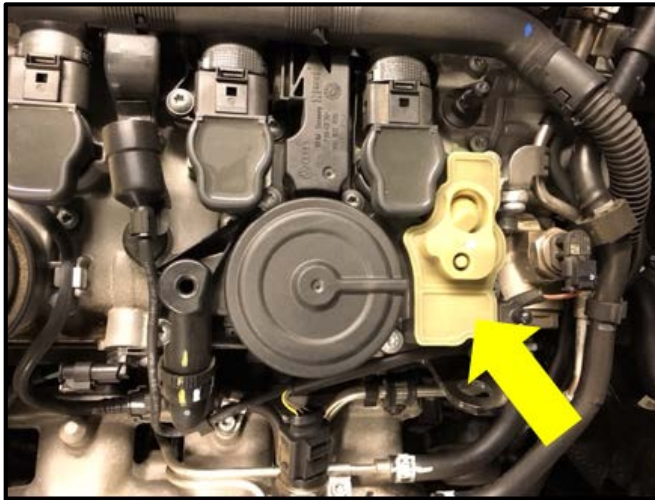
Proceed to Section B

Section B – Pressure Control Valve Inspection

- Switch the ignition off.
- Open the hood.
- Carefully remove engine cover from retaining pins. Do not remove the engine cover on one side or in a jerking manner.

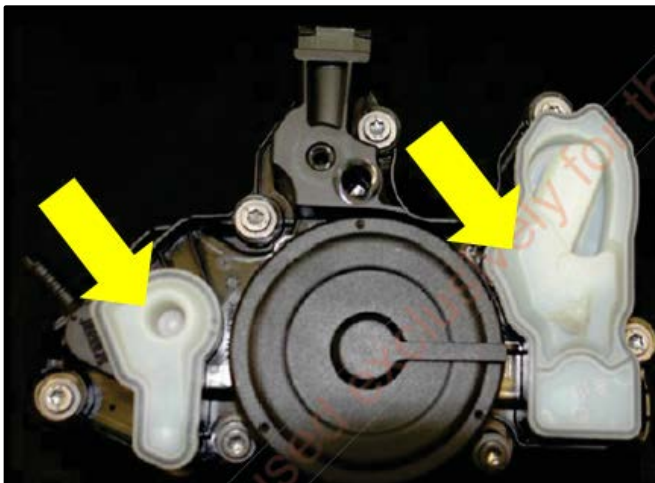


! Note: Use caution when removing the engine cover. Damage to the engine cover is not covered under this action.



- Locate and inspect the pressure control valve.
 - If housing section(s) <arrows> are white or transparent, **Proceed to Section C**
 - If housing section(s) <arrows> are fully black, **Work Complete, Proceed to Section D**

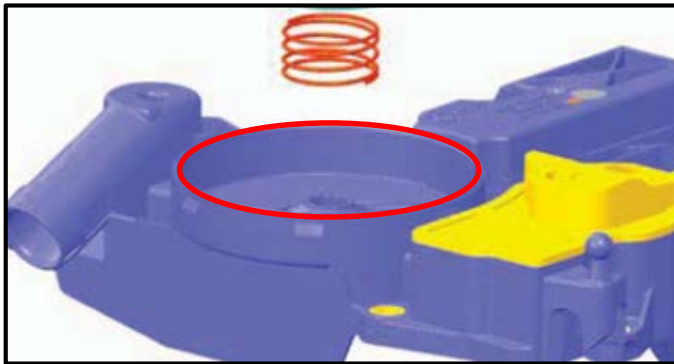
-OR-



Section C – Install Repair Kit



- Carefully pry open the six retaining tabs on the cap of the pressure control valve with an angle screwdriver <arrow>



⚠ CAUTION

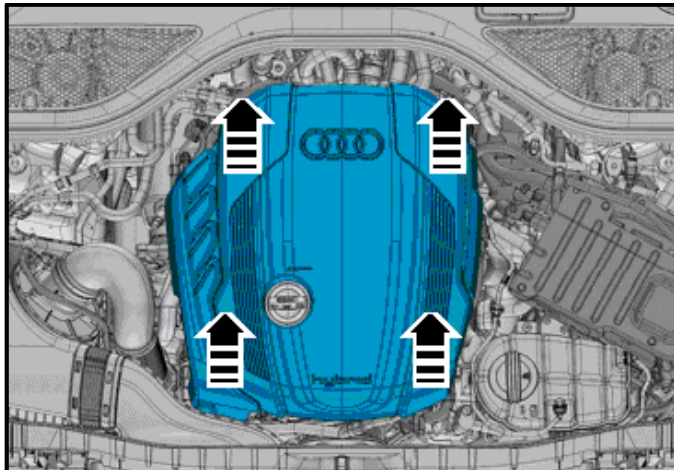
Do not pry up on diaphragm sealing surface <circle> as this will cause a potential leak.



- If the last retaining tab <arrow> cannot be pried open or if this is not easy, turn the cap counter-clockwise.



- Install new spring, disk, diaphragm and cap as shown.
- Ensure cap is fully secured on all retaining clips.




- Reinstall the engine cover by positioning cover over oil filler tube and oil dipstick. Using both hands press the engine cover into the rubber sleeves.

Continue to Section D

Section D – Campaign Completion Label

Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label.

 TIP
Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.

Continue to Section E – Campaign Stamp

Section E – Campaign Stamp

I certify that this campaign has been performed in strict accordance with the applicable Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

OR

Je certifie que cette campagne de rappel a été exécutée suivant les strictes directives de réparation d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- ← Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

California Only – Continue to Section F

Section F – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

ALL WORK IS COMPLETE