



Date: May 31, 2017

To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager

From: Audi Customer Protection

Subject: Upcoming Service Action 21F2 - ECM Software and/or Coolant Line Seals

We would like to inform you of an upcoming service action. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>	<b>Service Action</b>
<b>SAGA CODE</b>	21F7
<b>MARKET(S)</b>	United States and Canada
<b>AFFECTED VEHICLES</b>	Certain 2013-2015 MY Audi vehicles with 4.0L TFSI Engine <ul style="list-style-type: none"> <li>• 2013-2015 MY Audi A6/A7, S6/S7</li> <li>• 2013-2014 MY Audi A8/S8</li> <li>• 2014-2015 MY Audi RS7</li> </ul>
<b>TOPIC</b>	ECM Software and/or Coolant Line Seals
<b>PROBLEM DESCRIPTION</b>	On Audi vehicles with 4.0L TFSI engines manufactured within a specific period, the O-rings in the coolant lines for the turbocharger may be damaged. This can result in leaks between the coolant lines and the turbocharger.
<b>CORRECTIVE ACTION</b>	Update engine control unit software and/or replace the coolant line seals.
<b>CUSTOMER NOTIFICATION DATE</b>	June 2017
<b>ELSA/OMD Web VISIBILITY DATE</b>	On or about June 01, 2017
<b>TOTAL AFFECTED VEHICLE COUNT</b>	<b>USA:</b> 13,183 <b>CANADA:</b> 1,178
<b>APPROXIMATE REPAIR TIME</b>	Up to 155 TU
<b>PARTS REQUIRED</b>	SEE CAMPAIGN WORK PROCEDURE
<b>EXPIRATION DATE</b>	December 31, 2019
<b>ADDITIONAL INFORMATION</b>	Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u>