

Technical Service Bulletin



20U4 UPDATE – Fuel Filter (NVLW)

May 07, 2013

Model(s)	Year	Affected Vehicles	Vehicle-Specific Equipment
R8	2011 – 2012	See Campaign/Action screen in ElsaWeb	None

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

R8 vehicles with 5.2 liter FSI engines that were manufactured within a specific period may have been fitted with a fuel filter that does not allow the required flow rate under all conditions.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 20U4 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

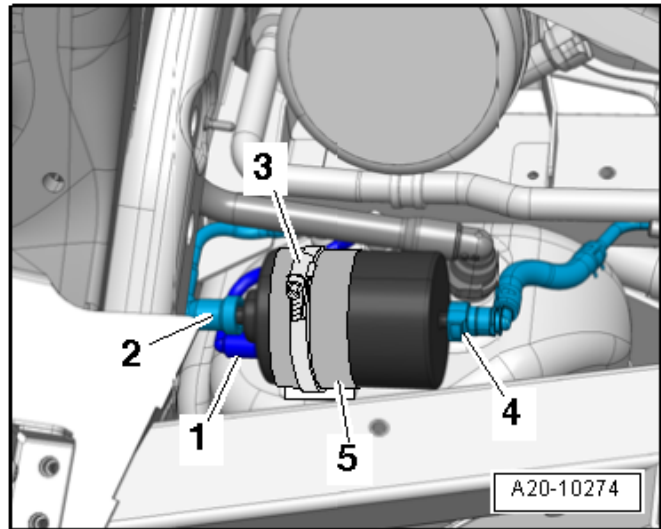
Technical Background

R8 vehicles with 5.2 liter FSI engines that were manufactured within a specific period may have been fitted with a fuel filter that does not allow the required flow rate under all conditions

Service

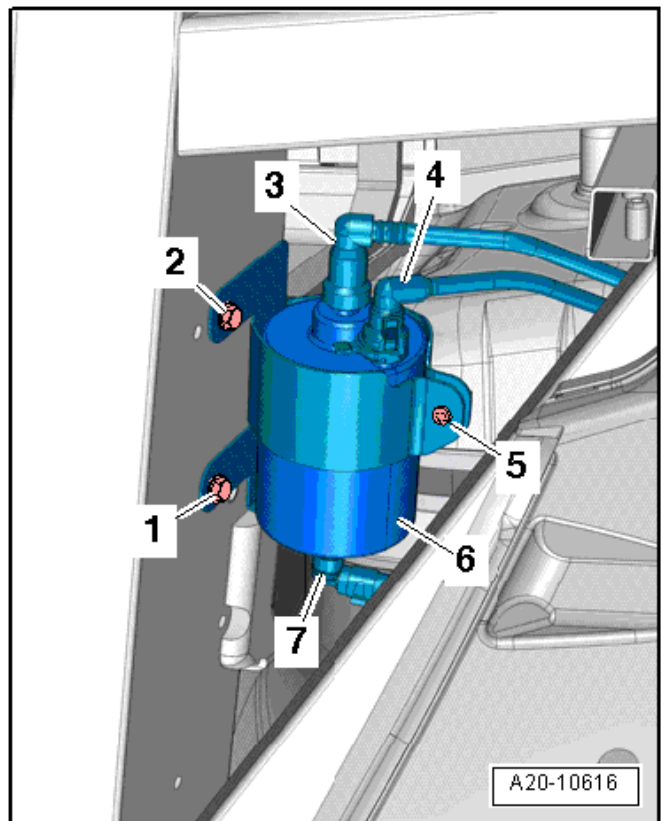
Criteria 01: Replacing Fuel Filter (Coupe)

- Refer to *Repair Manual >> Engine >> 20 Fuel Supply >> Removal and Installation >> Fuel Filter*



Criteria 02: Replacing Fuel Filter (Spyder)

- Refer to *Repair Manual >> Engine >> 20 Fuel Supply >> Removal and Installation >> Fuel Filter*



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Warranty

Update Time Requirements/ Reimbursement	To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the 20U4 code in the ElsaWeb Campaign/Action Information screen on the day of repair.		
<p>20U4 Saga Claim Entry Procedure</p> <p>Check ElsaWeb to determine whether Update 20U4 is open.</p> <p>Service No.: 20U4 Damage Code: 0099 Parts Manufacturer - Removed part: 002</p> <p>Claim Type</p> <p>Sold vehicle = 7 10 Unsold vehicle = 7 90</p> <p>Saga Accounting Instructions</p>			
Criteria ID	Repair operation	Labor Operation Number	TU
01	Replace fuel filter	2031 5599	100
02	Replace fuel filter	2031 5699	180
Criteria ID	Part Number	Part Description	Quantity
01 or 02	420201511	Fuel Filter	1
<p>There is no reimbursement for vehicle wash or loaner vehicle.</p> <p>If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair.</p> <p><i>If the customer agrees to pay for the repair:</i></p> <p>Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.</p> <p><i>If the customer does not agree to pay for the repair:</i></p> <p>Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date.</p>			

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- Additional Actions** Some of the affected vehicles may be involved in additional Actions. Please check your ElsaWeb Campaign/Action Information screen so that any *additional required work can be done simultaneously*.
- Update Verification** For verification, *always* check the ElsaWeb Campaign/Action Information screen. The ElsaWeb system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.
- Help for Claim Input** For questions regarding claim input, contact the Warranty Helpline.
- Required Customer Notification** Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

Required Parts and Tools

Part Number	Part Description	Quantity
420201511	Fuel Filter	1

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 20U4 code open in ElsaWeb. Your order will be reviewed and processed accordingly.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check with your Parts Department and service manuals for the latest information.