

# Safety Recall

## Code: 80C5



Audi

REVISION

<b>Subject</b>	<b>Auxiliary Heater</b>
<b>Release Date</b>	January 09, 2018
<b>Revision Summary</b>	<b>Note added on page 32 to turn auxiliary heater back on in the MMI once the repair has been completed.</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2013-2016 MY Audi A4 Sedan, allroad, Audi Q5, A5 Coupe and A5 Cabriolet</b>  <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt. Melting wires may lead to an open circuit, but can also lead to overheating which can result in a fire.
<b>Corrective Action</b>	Replace the auxiliary heater.
<b>Parts Information</b>	Requests for additional parts cannot be accommodated at this time  <b>8K0819011FX:</b> Dealers will receive a safety stock allocation in preparation of the campaign. Once the campaign is active dealers will receive a weekly replenishment allocation for <b>Retail Sold vehicles</b> based on submitted claims, via the Targeted Allocation model.  <b>IMPORTANT PARTS INFORMATION</b>  Repackage the removed Auxiliary Heater and return to your parts department for a core return as soon possible.  <b>8K0819011E:</b> A one-time allocation was sent to dealers for any <b>New Unsold Vehicle dealer inventory</b> .
<b>Precautions</b>	Owners are advised to immediately use the Multi Media Interface (MMI) in the vehicle to turn off the supplemental heater (auxiliary heater).
<b>Code Visibility</b>	On or about December 15, 2017, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list was not posted for dealers who did not have any affected vehicles.  On or about December 15, 2017, this campaign code showed open on affected vehicles in Elsa.  On or about December 15, 2017, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .
<b>Owner Notification</b>	Owner notification took place in December 2017. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>

**IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS**

**New Vehicles in Dealer Inventory:** It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

**Pre-Owned Vehicles in Dealer Inventory:** Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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

**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.

<b>Service Number</b>	80C5												
<b>Damage Code</b>	0099												
<b>Parts Vendor Code</b>	002												
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90												
<b>Causal Indicator</b>	Mark Auxiliary Heater as causal part*												
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action												
<b>Criteria I.D.</b>	22 or 23												
	<p>Install Auxiliary Heater.</p> <p>Labor operation:      8039 19 99                          170 T.U.</p> <table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: left;">Quantity</th> <th style="text-align: left;">Part Number</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>8K0819011FX</td> <td>Auxiliary Heater* - Retail Sold Only</td> </tr> <tr> <td colspan="3" style="text-align: center;">-OR-</td> </tr> <tr> <td>1.00</td> <td>8K0819011E</td> <td>Auxiliary Heater* - New Vehicle Inventory Only</td> </tr> </tbody> </table> <p>-AND-</p> <p>Adapt HVAC door end stops</p> <p>Labor operation:      8711 26 99                          20 T.U.</p>	Quantity	Part Number	Description	1.00	8K0819011FX	Auxiliary Heater* - Retail Sold Only	-OR-			1.00	8K0819011E	Auxiliary Heater* - New Vehicle Inventory Only
Quantity	Part Number	Description											
1.00	8K0819011FX	Auxiliary Heater* - Retail Sold Only											
-OR-													
1.00	8K0819011E	Auxiliary Heater* - New Vehicle Inventory Only											

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2018 Audi of America, Inc. and Audi Canada. All Rights Reserved.

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 17V622

**Subject: Safety Recall 80C5 – Auxiliary Heater**

**Certain 2013-2016 Model Year Audi A4 sedan, allroad, Audi Q5, A5 Coupe and A5 Cabriolet**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2016 model year Audi A4 sedan, allroad, Audi Q5, A5 Coupe, and A5 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt. Melting wires may lead to an open circuit, but can also lead to overheating which can result in a fire.
<b>What will we do?</b>	To correct this defect, your authorized Audi dealer will replace the auxiliary heater. This work will take about three hours to complete and will be performed for you free of charge.
<b>What should you do?</b>	Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit <a href="http://www.audiusa.com">www.audiusa.com</a> and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
<b>Precautions you should take</b>	Owners are advised to immediately use the Multi Media Interface (MMI) in the vehicle to turn off the supplemental heater (auxiliary heater).
<b>Lease vehicles and address changes</b>	If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.
<b>Reimbursement of Expenses</b>	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.
<b>Can we assist you further?</b>	If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the <b>Recall/Service Campaign Lookup</b> tool at <a href="http://www.audiusa.com">www.audiusa.com</a> and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Safety Recall 80C5 – Auxiliary Heater  
Certain 2013-2016 Model Year Audi A4 sedan, allroad, Audi Q5, A5 Coupe and A5 Cabriolet**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2016 model year Audi A4 sedan, allroad, Audi Q5, A5 Coupe and A5 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt. Melting wires may lead to an open circuit, but can also lead to overheating which can result in a fire.

**What will we do?** To correct this defect, your authorized Audi dealer will replace the auxiliary heater. This work will take about three hours to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair.

**Precautions you should take** Owners are advised to immediately use the Multi Media Interface (MMI) in the vehicle to turn off the supplemental heater (auxiliary heater).

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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 contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection




**NOTE**

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
ALL	1	8K0819011FX	Auxiliary (PTC) Heater – <b>Retail Sold Only</b>
	<b>-OR-</b>		
	1	8K0819011E	Auxiliary (PTC) Heater – <b>New Vehicle Inventory Only</b>

**Required Tools**

 <p>Pry lever -80-200- (or equivalent)</p>	 <p>Trim Removal Wedge -3409- (or equivalent)</p>
 <p>Omega Clip Tool -T40280- (or equivalent)</p>	

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

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

#### TIP

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Replace Auxiliary (PTC) Heater

### WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

### NOTE

- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

- Turn on the ignition.
- Set the airflow direction to “DEF” (toward the windshield) on the Climatronic Control Module -J255- display and control head.

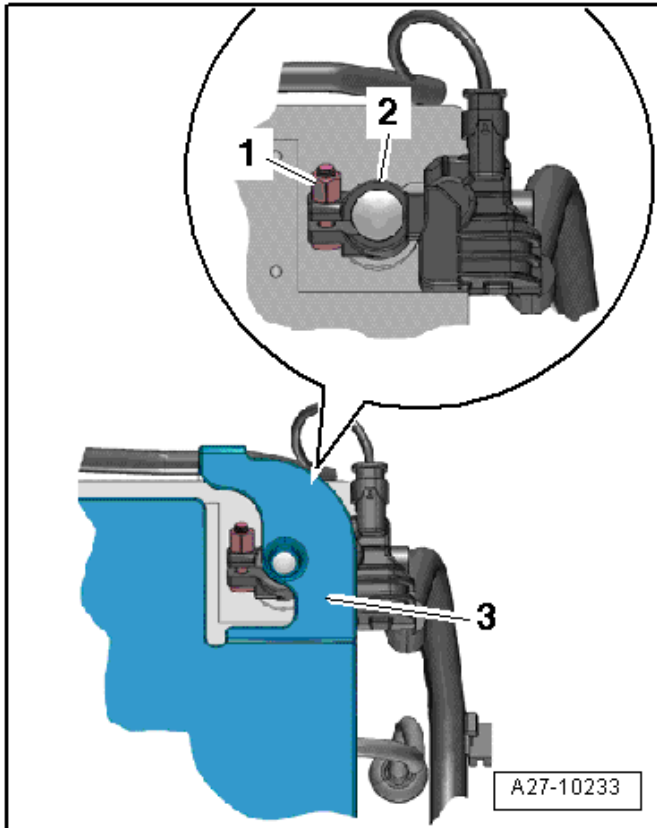
### NOTE

Setting the airflow direction to “DEF” (to the windshield) on the Climatronic Control Module -J255- display and control head before removing the radiator housing is critical for the heater core housing installation. Failure to follow this instruction could lead to improper climate control function.

- Move the front passenger seat as far back as possible.
- Turn off the ignition.



**A4, A4 allroad, A5 and A5 Cabriolet only:**



**⚠ WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

- Turn the ignition **ON**.
- Access the battery.
- If equipped, reposition or remove the vehicle tool kit.
- Open the cover <3> over the battery negative terminal.
- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal from the battery pole.

**! NOTE**

Before disconnecting the battery, it is recommended to record the customer's radio presets so they can be restored before returning vehicle to the customer.

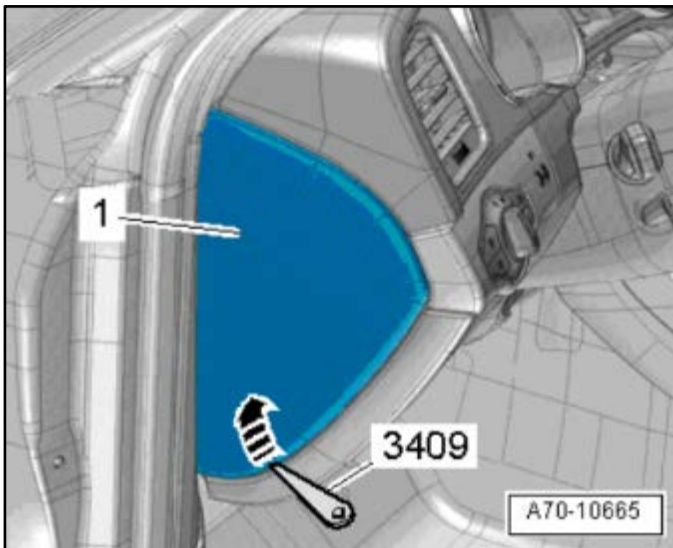
**Continued for all models:**

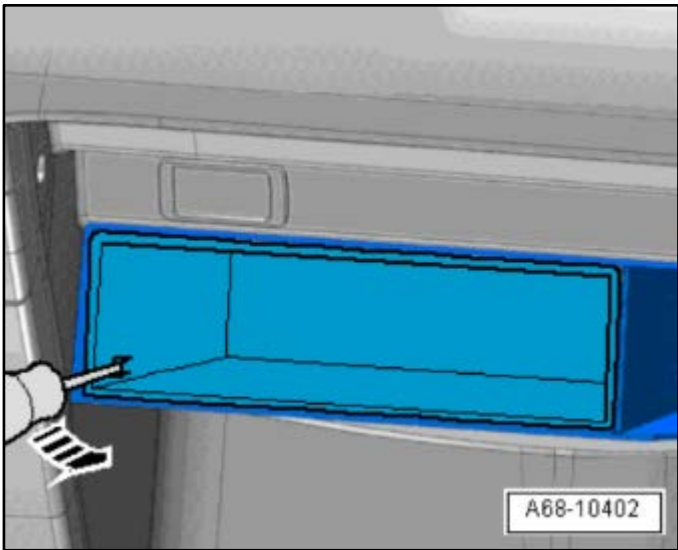
- Remove the instrument panel side cover <1> using Trim Removal Wedge -3409-.

**! NOTE**

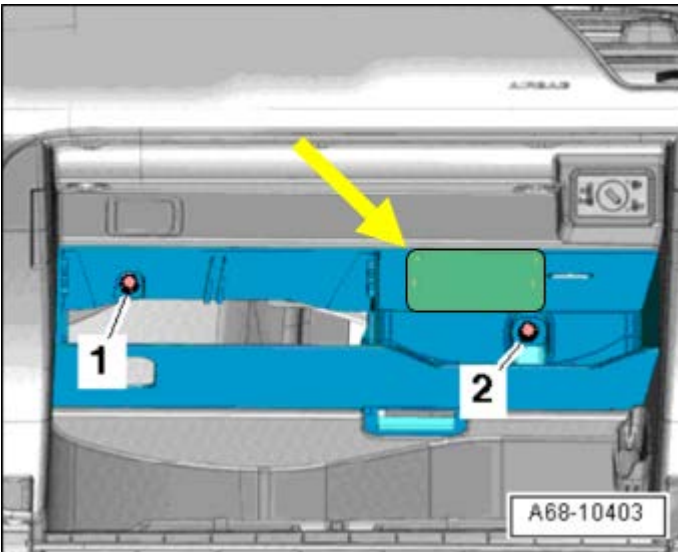
Driver side is shown. Only the passenger side cover requires removal.

- Open the glove compartment.

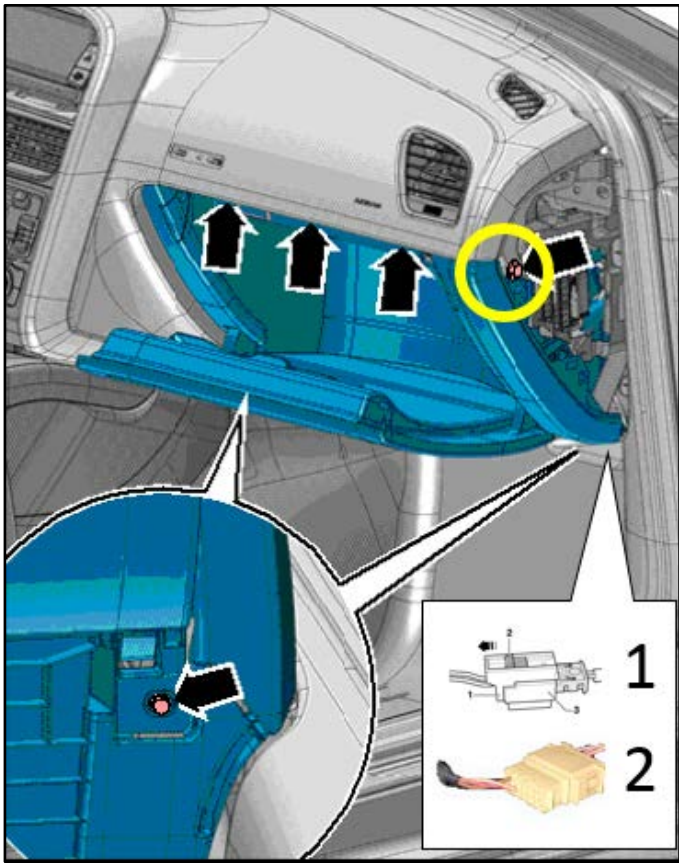




- Vehicles with a storage compartment inside the glove compartment:
  - Release the tabs on the left and right sides with a screwdriver in direction of <arrow> and then remove the storage compartment from the glove compartment.



- If equipped, remove storage compartment in area of <arrow>.
  - Slide the storage compartment out toward the rear of the vehicle.
- Remove bolts <1 and 2>.



**CAUTION**

- Support the glove compartment when removing the bolts.
- The glove compartment could drop unexpectedly if not supported, resulting in damage to glove compartment components.
- Remove the bolts <arrows> and remove the glove compartment just far enough so the electrical connector <2> can be disconnected.
- Remove bolt <circle> located behind the instrument panel side cover last.

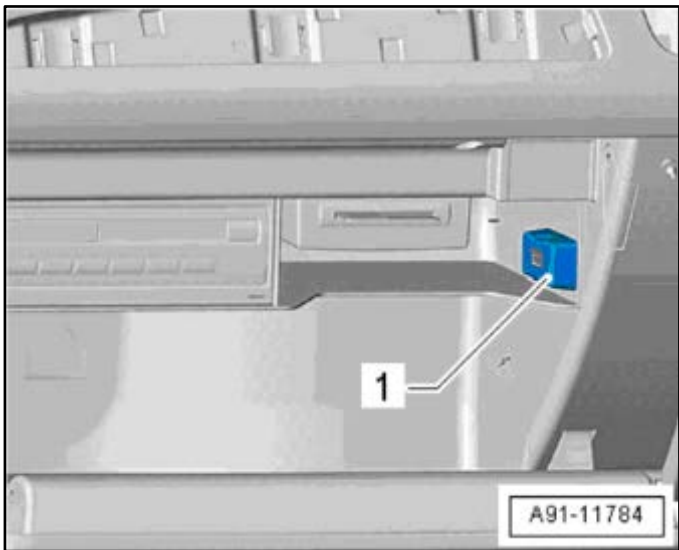
**WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

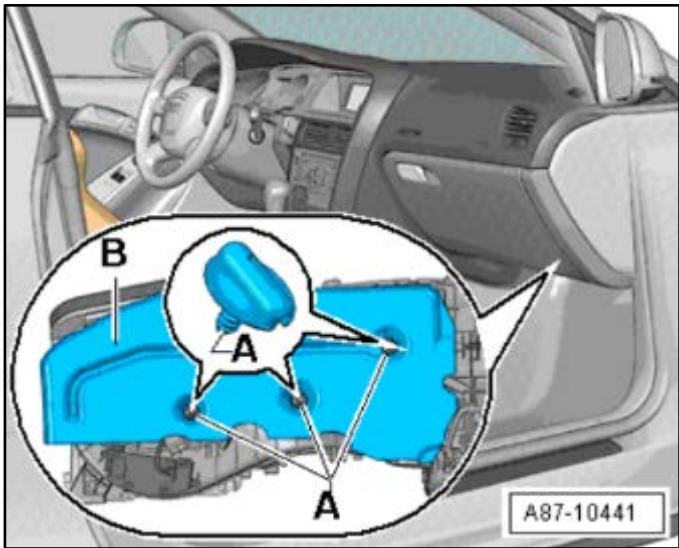
- Models equipped with a knee airbag.
  - Disconnect yellow knee airbag connector <1>.

**NOTE**

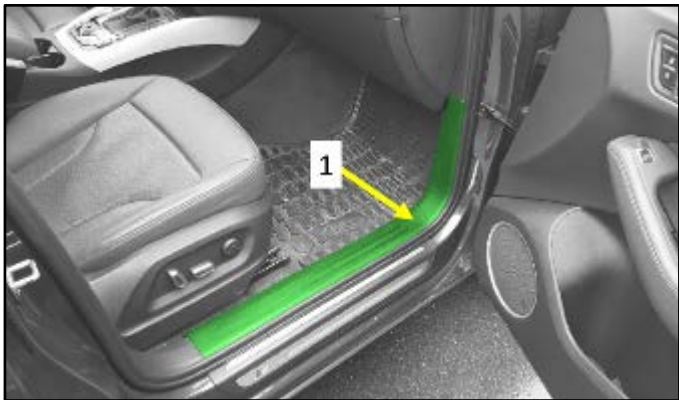
- Bolt location and quantity may vary based on model.
- Models equipped with a knee airbag will have an additional two bolts installed in the bottom of the glove compartment.



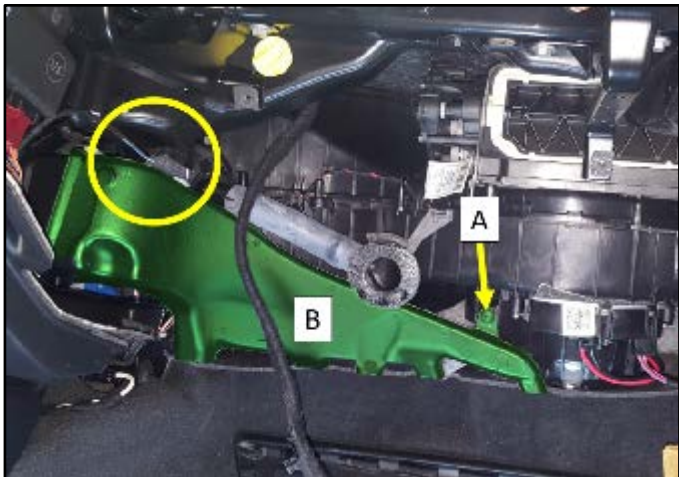
- Vehicles with External Audio Source Connection -R199-.
  - Unclip trim <1> with the Trim Removal Wedge -3409-.
  - Remove the -R199- and -R199- harness from the glove compartment.



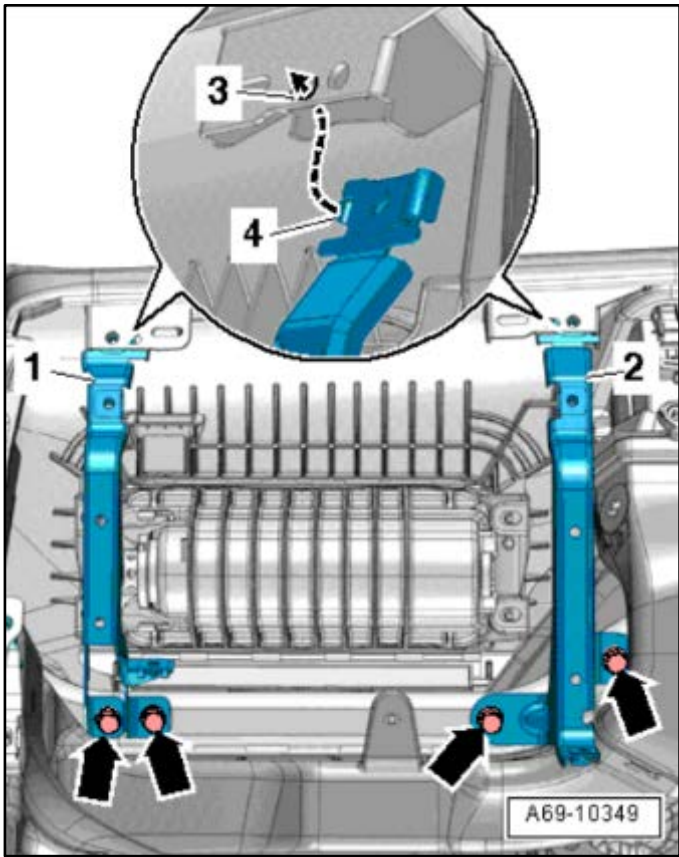
- Remove the screw clips <A> and remove the insulation mat <B>.



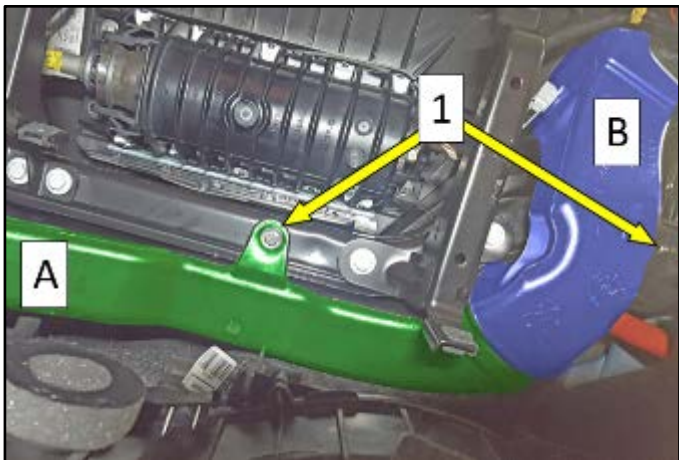
- Unclip the front sill panel strip <1> from the sill panel beginning at the front using the Trim Removal Wedge -3409-.
- A5 and A5 Cabriolet models:
  - Just the lower A-pillar trim requires removal and not the sill panel trim.



- Disconnect temperature sensor <circle> (if equipped).
- Remove bolt <A> and remove footwell vent <B>.



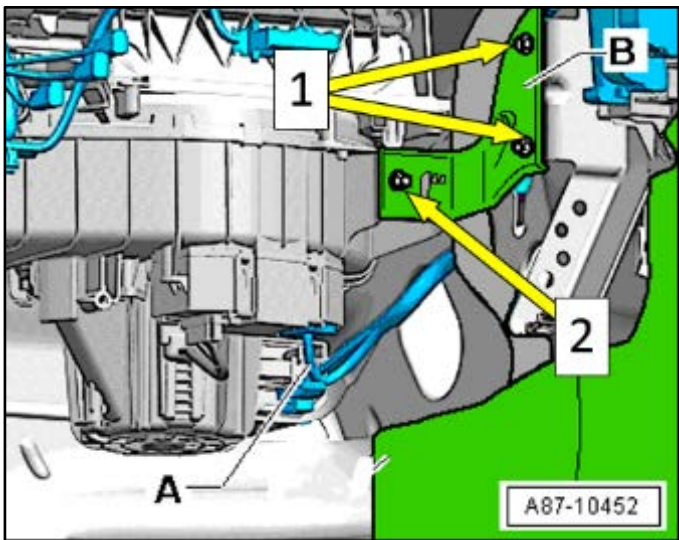
- Remove bolts <arrows> and remove glove compartment mounts <1 and 2>.



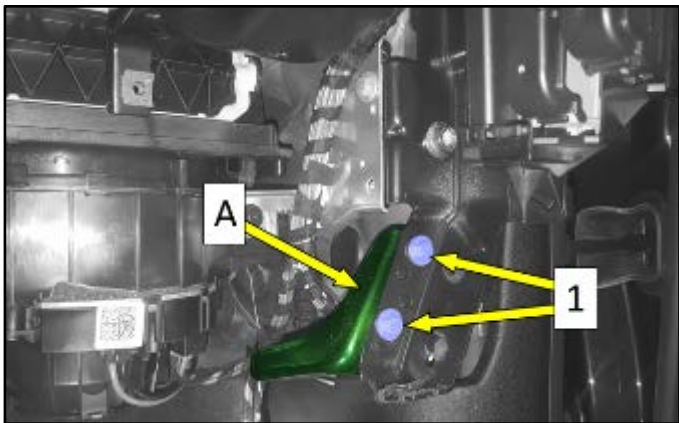
- Remove bolts <1>.
- Remove the air guide channel <A>.

**TIP**

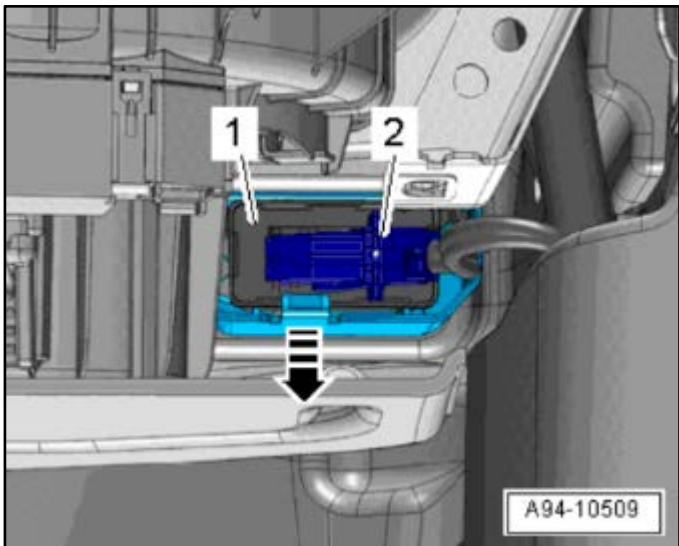
The air guide channels are in two pieces <A and B>. Removing the bolt for the section attached to the dash vent <B> will allow air guide channel <A> to be removed easier. However, the air guide channel section <B> does not have to be removed.



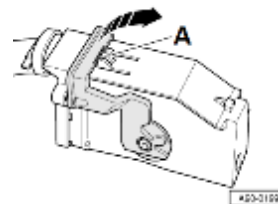
- Disconnect wiring harness from bracket <B> using -80-200- (if necessary).
- Remove bolts <1 and 2> and remove bracket <B>.
- Disconnect connector <A> from the Fresh Air Blower Control Module -J126-.



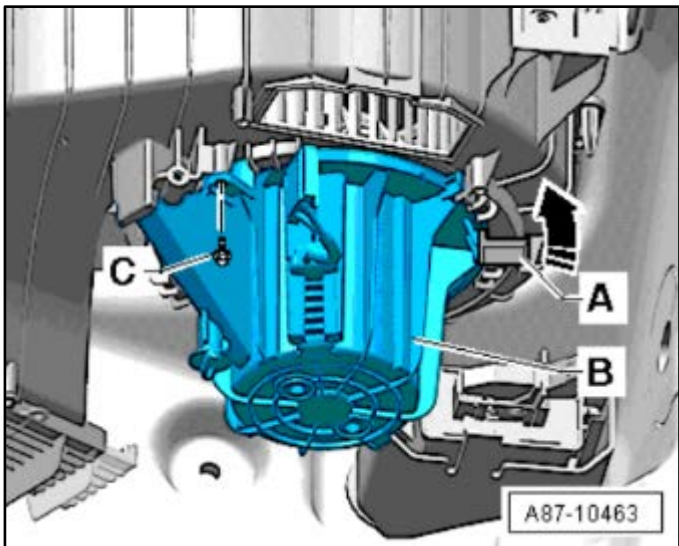
- Remove bolts <1> and remove bracket <A> (if equipped).



- If equipped, remove the Headlamp Range Control Module.
  - Release the retaining clip <arrow> and remove the Headlamp Range Control Module <1> from the retaining frame.
  - Disconnect the connector <2>.



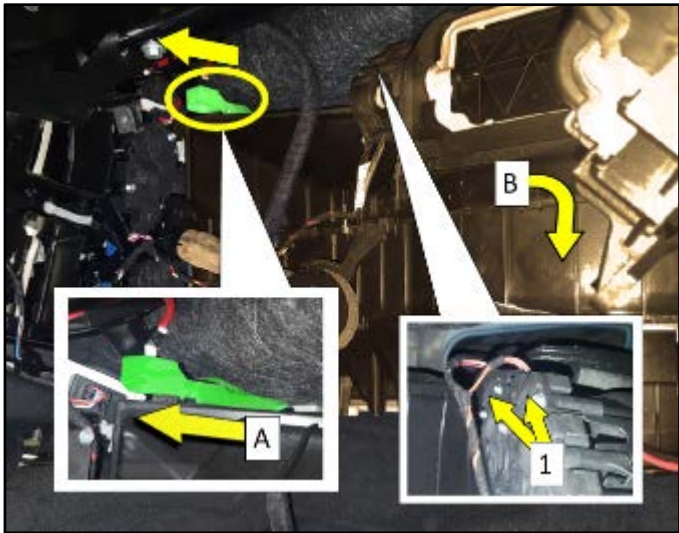
To disconnect the connector, press the tab <A>, turn the retaining bracket in direction of <arrow> and remove the connector.



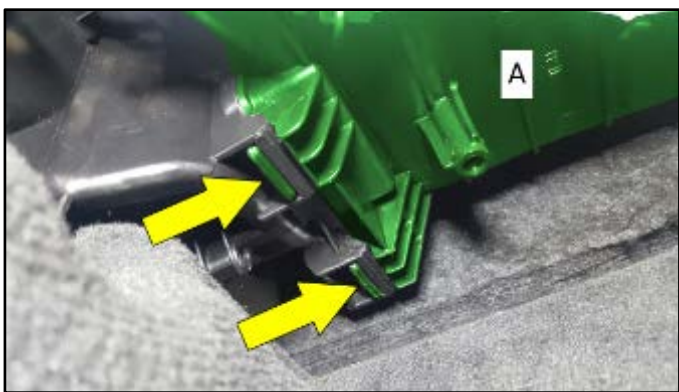
- Remove bolt <C> (if equipped).
- Release the locking mechanism <A> and turn the Fresh Air Blower -V2- <B> housing in the direction of the <arrow>.

**NOTE**

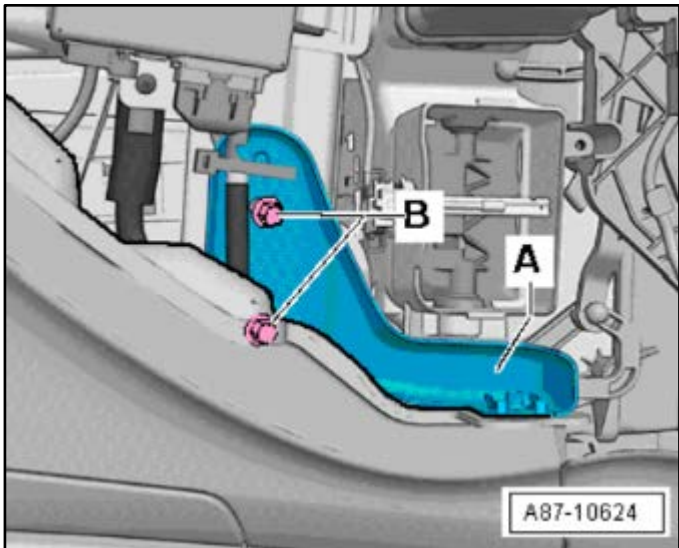
Do not grasp fan wheel of Fresh Air Blower -V2-, press against the fan wheel or move the balancing weights fastened to fan wheel. Doing so may cause fan imbalance during operation.



- Disconnect connectors <1> and carefully remove harness from air intake housing.
- Lift up slightly on locking mechanism <circle> and pull out in direction of <arrow A> to disengage the air intake housing.
- Rotate air intake housing down in direction of <arrow B>.



- Remove air intake housing <A> off the mounts <arrows> and remove air intake housing from the vehicle.



- Remove the two bolts <B> and remove the bracket <A>.

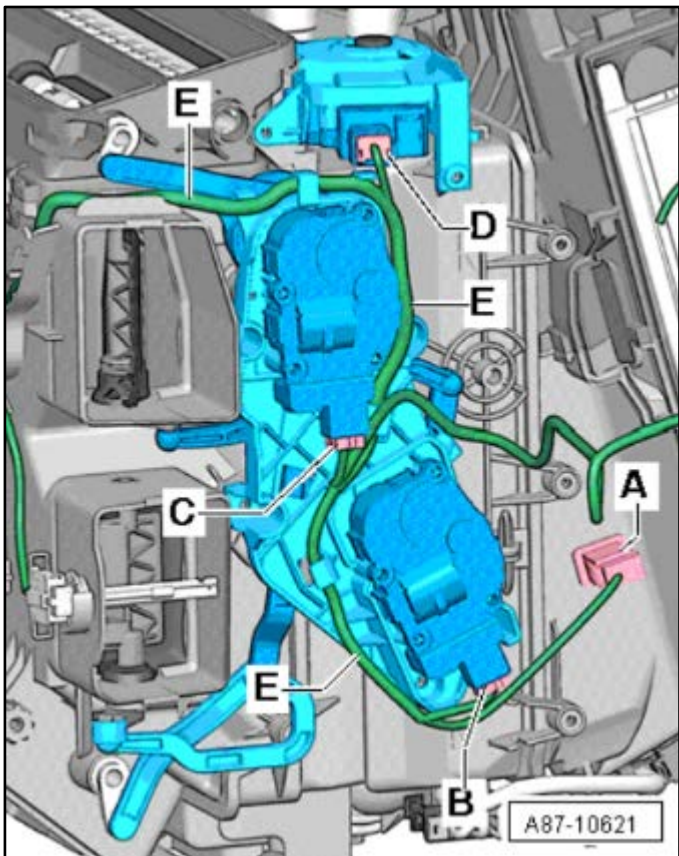
#### Vehicles with Criteria 23 (3-Zone climate system):

- Disconnect the connector <A> from the Evaporator Vent Temperature Sensor -G263-.
- Mark the connectors <B> (for the Right Footwell Door Motor -V109-), <C> (for the Right Center Vent Motor -V111-) and <D> (for the Right Temperature Door Motor -V159-).

#### ! NOTE

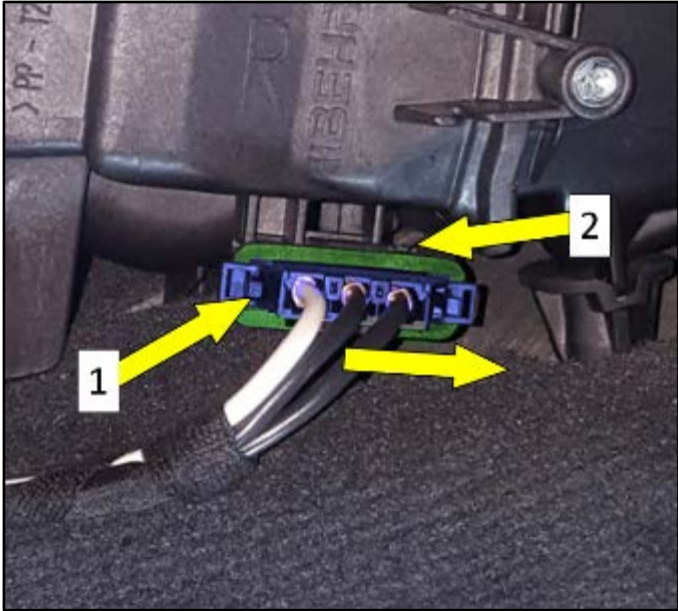
The actuators are assigned and adapted based on the switching sequence of the wiring. If this sequence is not correct, the actuators will adapt incorrectly and the HVAC door control will be wrong.

- Disconnect the connectors <B, C and D> from the actuators.
- Loosen the wiring harness <E> from the mounting points on the retaining plate.

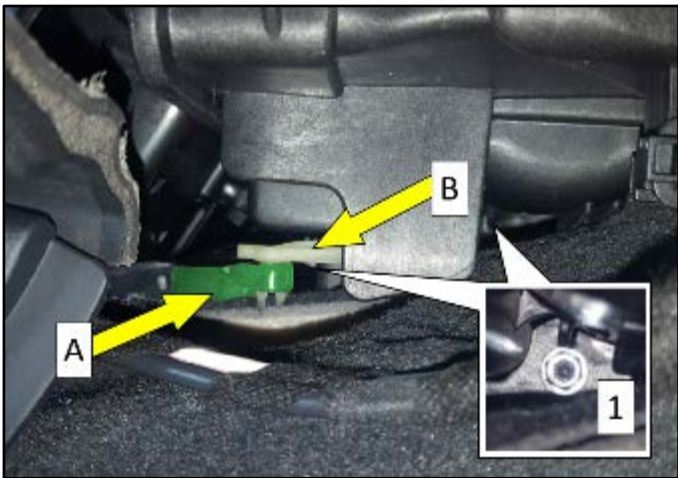




**Continued for all criteria:**



- Disconnect connector <1> from the Auxiliary Heater Heating Element -Z35-.
- Pry locking tab <2> up slightly and remove auxiliary heater connector from air intake housing in direction of <arrow>.

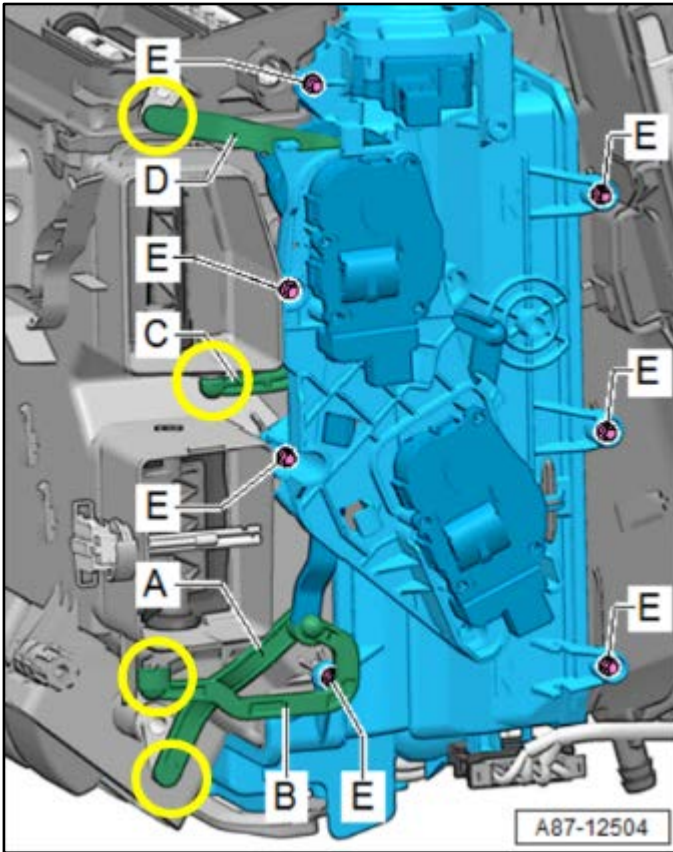


- Carefully disconnect the connector rod <A> (so the lever does not get damaged) from the lever on the right temperature door <B>.
- Remove the two bolts <1>, located at the bottom of the heater core housing.

<b>i TIP</b>
<ul style="list-style-type: none"><li>• Use a bit driver with a magnetic T-15 Torx bit to remove the housing bolts.</li><li>• Place a shop rag under the radiator housing to prevent losing any bolts.</li></ul>

**Vehicles with Criteria 23 (3-Zone climate system):**

- Carefully loosen connecting rods, <A> to <D>, from each door lever at their connections <circles>.
- Remove bolts <E>.



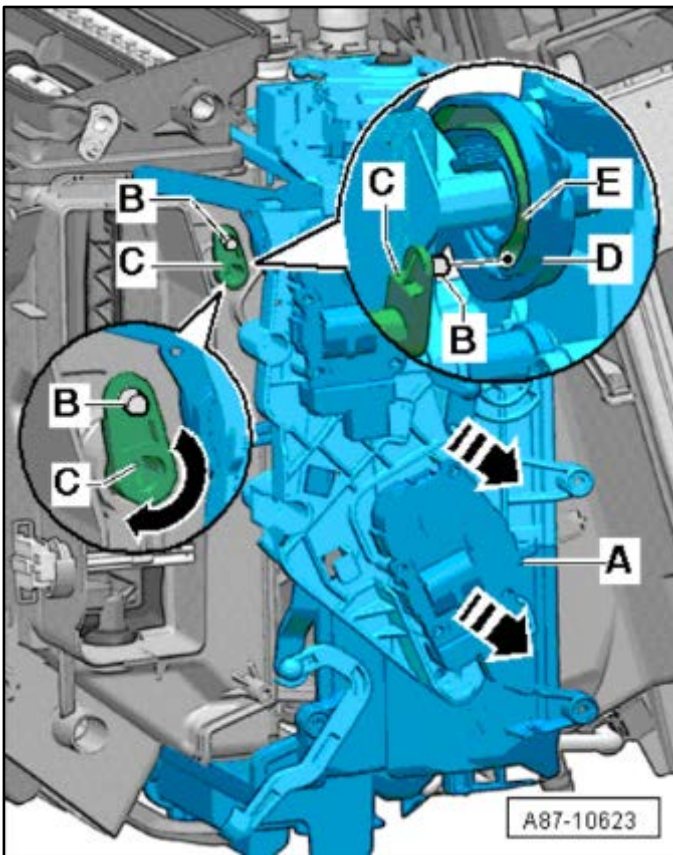
**NOTE**

- Do not remove the left and right heater core housing at the same time.
- Both heater core housings are support components of the A/C unit and must not be removed at the same time or the A/C unit will become unstable.

- Pull the right heater core housing <A> (together with the retaining plate, actuators and levers, curved washers and connecting rods) in the direction of the <arrow> from the A/C unit.

**TIP**

Pay close attention to connecting rods during removal so they do not get disconnected from the actuators.

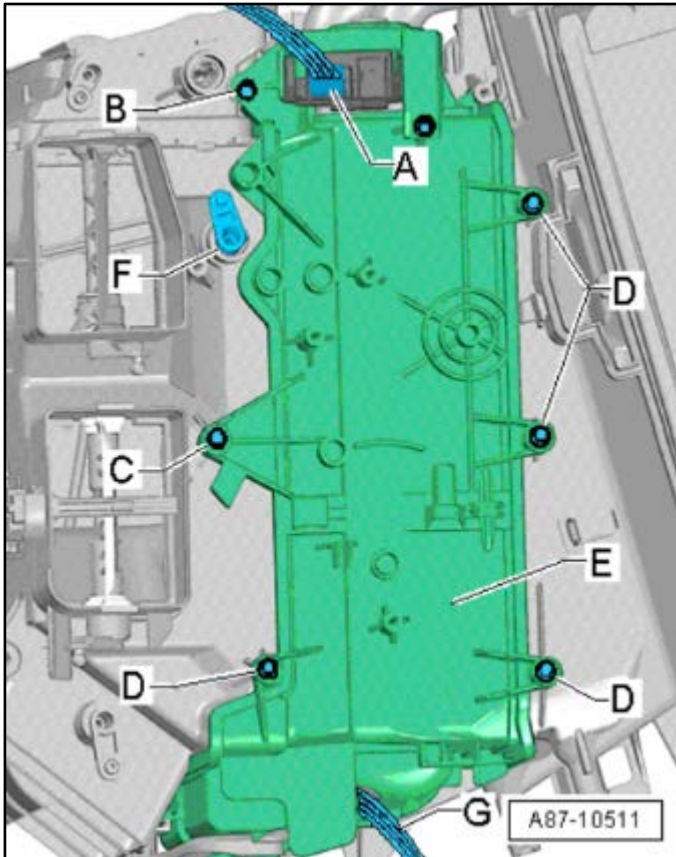


### Vehicles with Criteria 22 (2-Zone climate system):

- Disconnect connector <A> (for the Right Temperature Door Motor -V159-).
- Remove bolts <B, C and D>.
- Remove right heater core housing <E>.

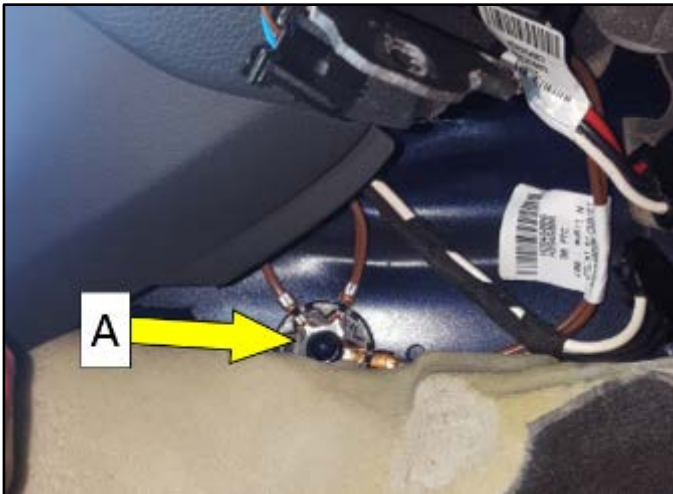
#### ! NOTE

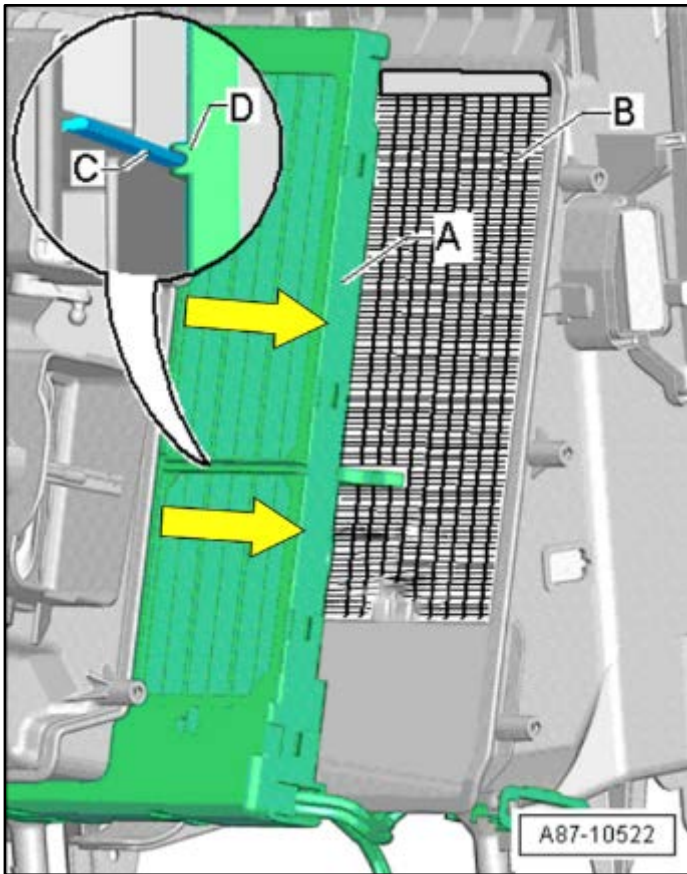
When removing right heater core housing, pay attention to the lever on the door for the instrument panel vent <F> so it is not damaged.



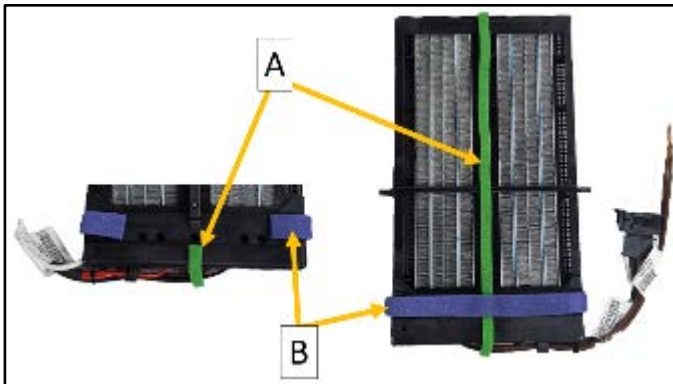
### Continued for all criteria:

- Carefully fold the carpet back near the center console and loosen the ground connection to the Auxiliary Heater Heating Element -Z35- from the ground point <A> on the right side of the center tunnel.

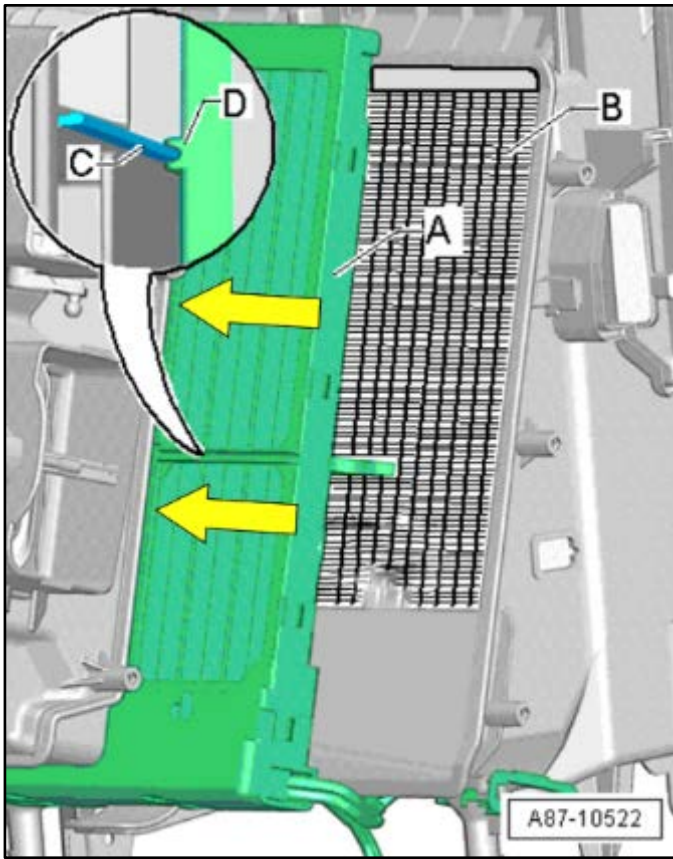




- Remove the Auxiliary Heater Heating Element -Z35- <A> from the A/C unit in direction of <arrows>.



- Install foam seals <A> and <B> as shown onto the new Auxiliary Heater Heating Element -Z35-.
- Install seal <A> first.



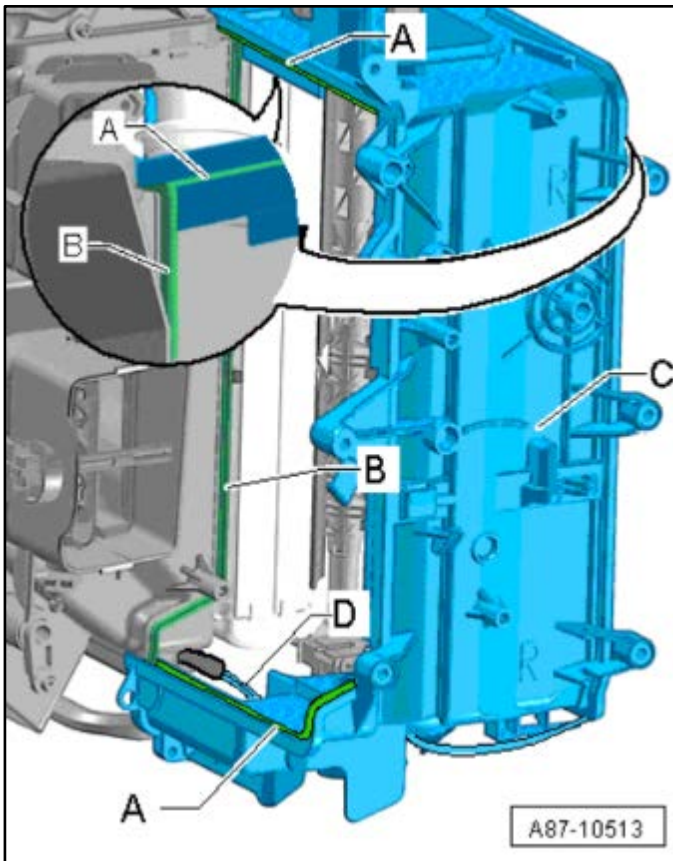
- Install new Auxiliary Heater Heating Element -Z35- <A>.

Part Number	Part Description
8K0 819 011 FX	Auxiliary Heater – Retail Sold only
8K0 819 011 E	Auxiliary Heater – New vehicle inventory only

- Ensure the groove <D> on the Auxiliary Heater Heating Element -Z35- <A> lines up with the guide <C> on the A/C unit.

#### ⚠ IMPORTANT PARTS INFORMATION

Repackage the removed Auxiliary Heater and return to your parts department for a core return.

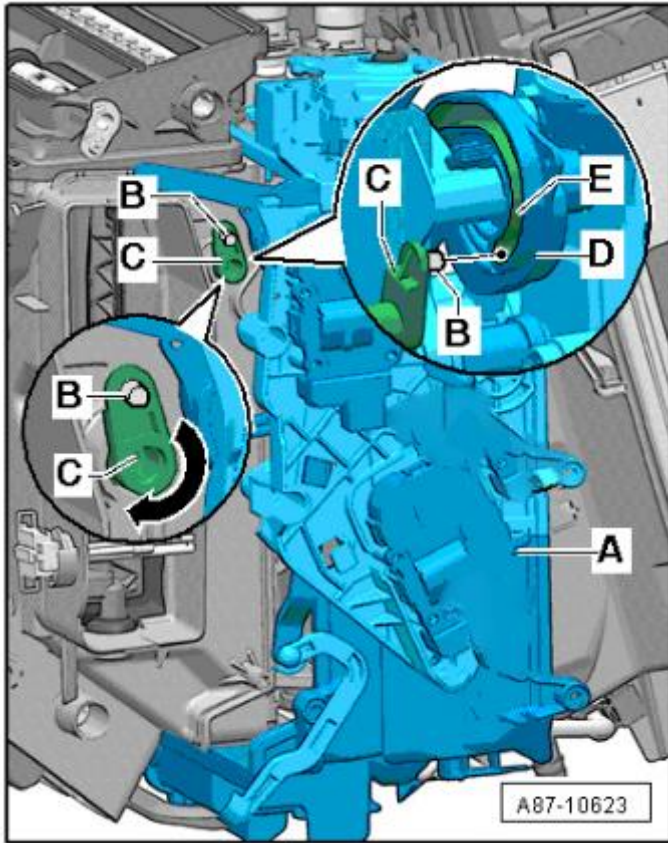


- Insert the grooves <A> on the right heater core housing into the guides on the A/C unit <B> and push the right heater core housing <C> just a little into the A/C unit.

#### ⚠ NOTE

If the groove <A> on the right heater core housing <C> or the groove on the A/C unit <B> are damaged, seal these with, for example, Silicone Adhesive D 176 001 A3 (shop supply).

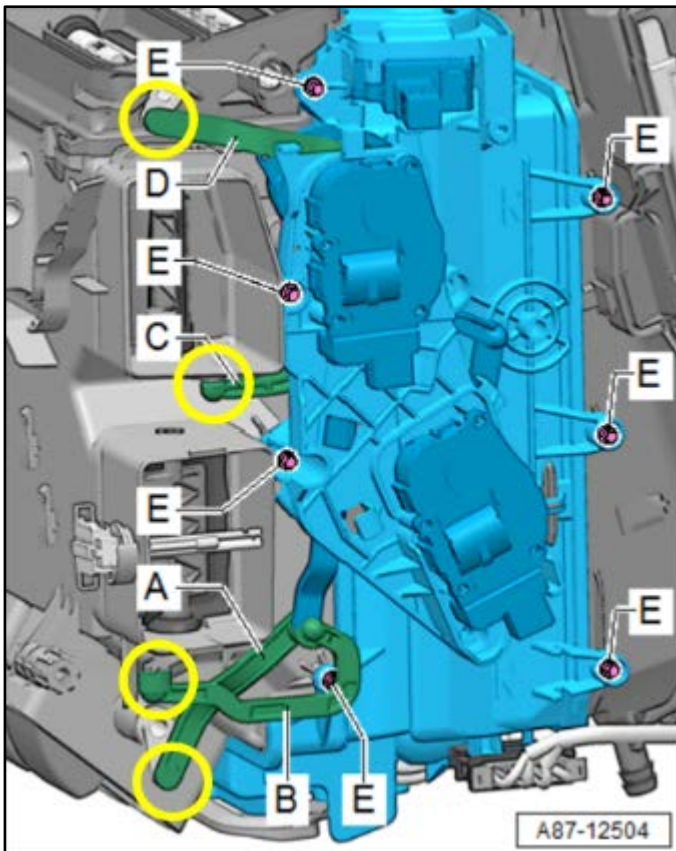
**Vehicles with Criteria 23 (3-Zone climate system):**



**NOTE**

Since the airflow direction was set to “DEF” (to the windshield) on the Climatronic Control Module -J255- display and control head before removing the radiator housing, the curved washer <D> is now positioned so that the pin <B> fits into the groove in the curved washer <E> when the radiator housing is installed.

- Turn the lever on the door for the instrument panel vent <C> all the way up in the direction of <arrow>.
- Line up the door connecting rods so they do not get caught when the radiator housing is completely installed.
- Carefully push the heater core housing <A> all the way into the A/C unit.
- Check the position of the pin <B> inside the groove in the curved washer <E> using an illuminated mirror or borescope.



**NOTE**

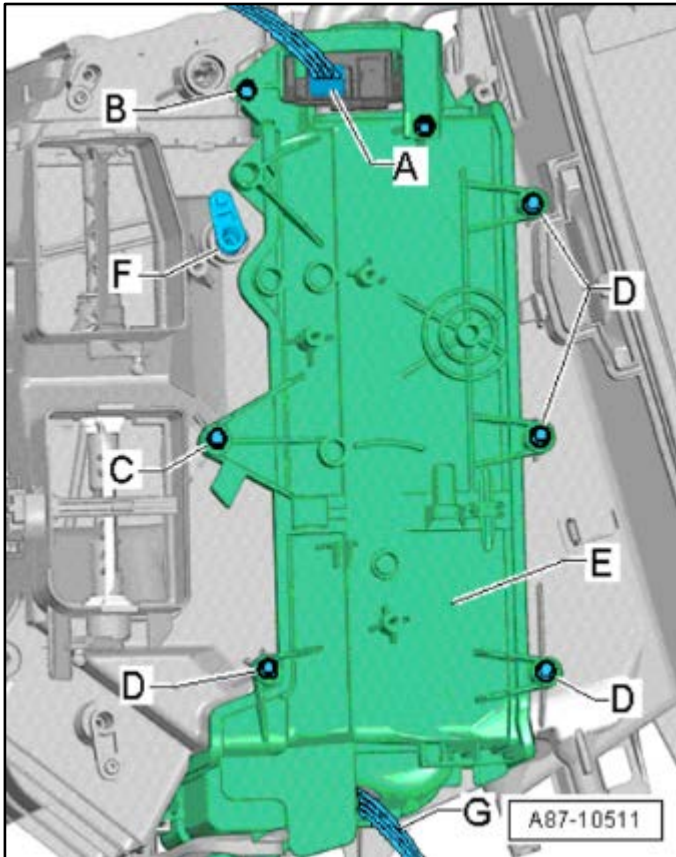
- Do not over-tighten bolts <E>.
- Do not press the arms on with too much force.
- If the arms are difficult to install onto the door levers, use pliers to press the arm onto the lever.

**Vehicles with Criteria 22 (2-Zone climate system):**

- Install bolts <B, C and D> and torque to 1 Nm.
- Connect connector <A> (for the Right Temperature Door Motor -V159-).

**NOTE**

Do not over-tighten bolts <B, C and D>.



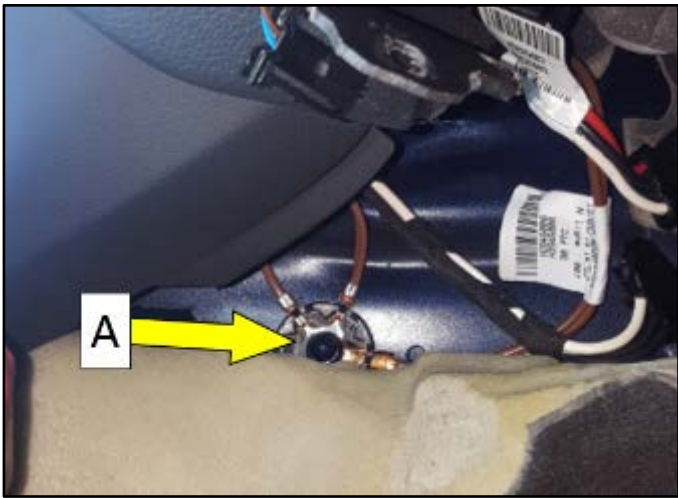
**Continued for all criteria:**

- Reconnect the connector rod <A> to the lever on the right temperature door <B>.
- Install the two bolts <1>, located at the bottom of the heater core housing and torque to 1 Nm.

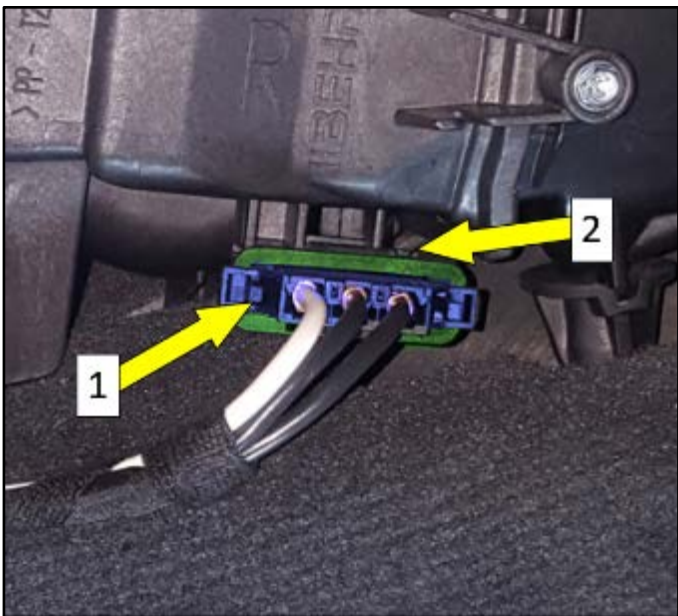
**NOTE**

Do not over-tighten bolts <1>.





- Install ground cable onto ground point <A> and torque nut to 9 Nm.
- Fold carpet back to its original position.

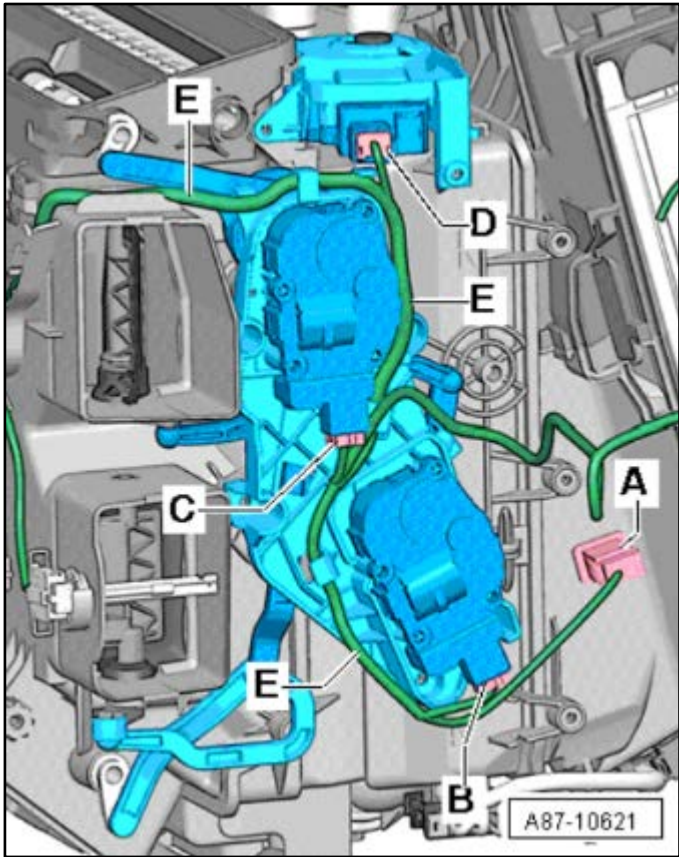


- Install Auxiliary Heater Heating Element -Z35- connector to the heater core housing so that locking tab <2> engages.
- Connect connector <1> to the Auxiliary Heater Heating Element -Z35-.



### Vehicles with Criteria 23 (3-Zone climate system):

- Referencing the marks made earlier, reconnect the connectors <B, C and D> to the actuators.



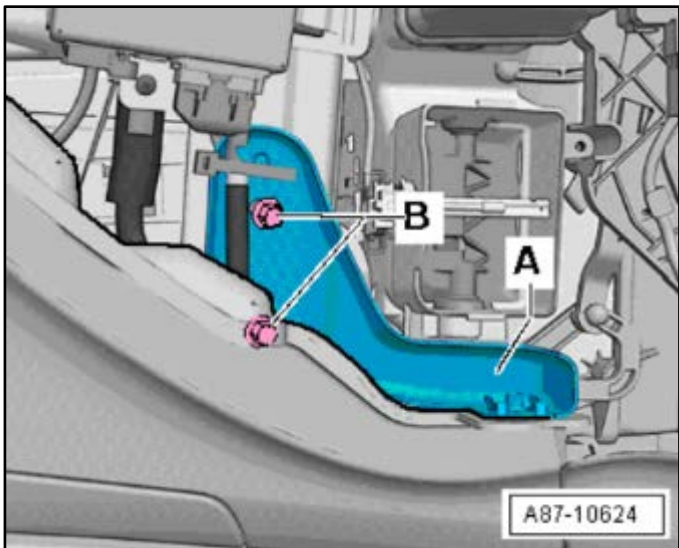
#### ! NOTE

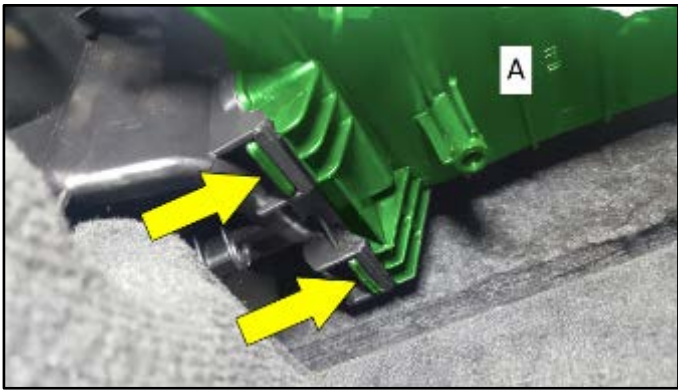
The actuators are assigned and adapted based on the switching sequence of the wiring. If this sequence is not correct, the actuators will adapt incorrectly and the HVAC door control will be wrong.

- Install the wiring harness <E> in the mounting points on the retaining plate.
- Reconnect the connector <A> to the Evaporator Vent Temperature Sensor -G263-.

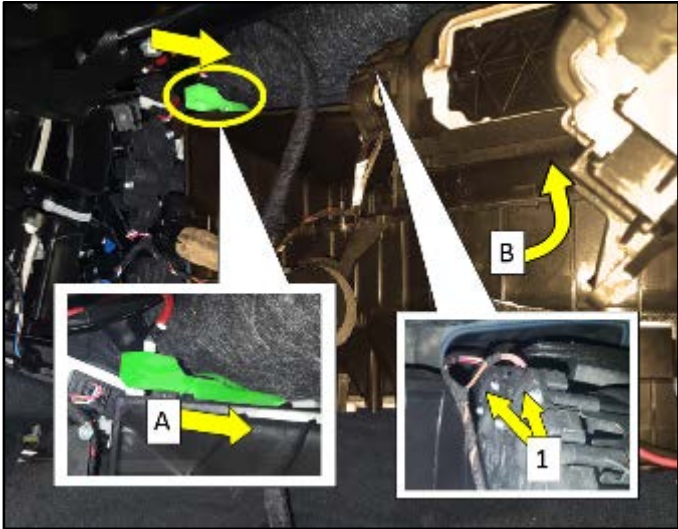
### Continued for all models:

- Install bracket <A> and torque bolts <B> to 9 Nm.

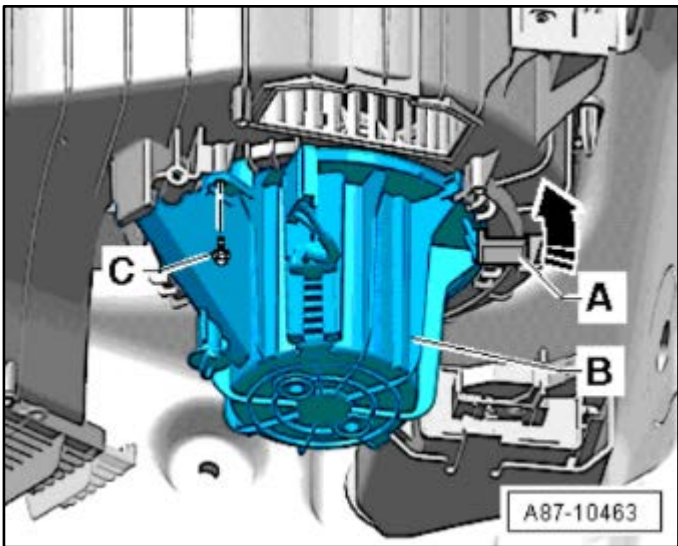




- Position air intake housing <A> onto the mounts <arrows>



- Rotate air intake housing up in direction of <arrow>.
- Once in place, slide locking mechanism <circle> in direction of <arrow>.
- Connect connectors <1> and install the harness into the mounting points.



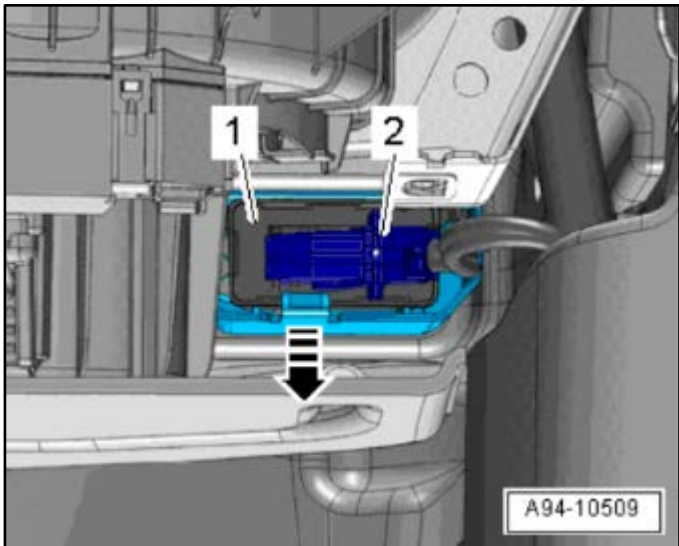
- Install Fresh Air Blower <V2> into air intake housing and rotate clockwise until locking mechanism engages.
- Install bolt <C> (if equipped).

**NOTE**

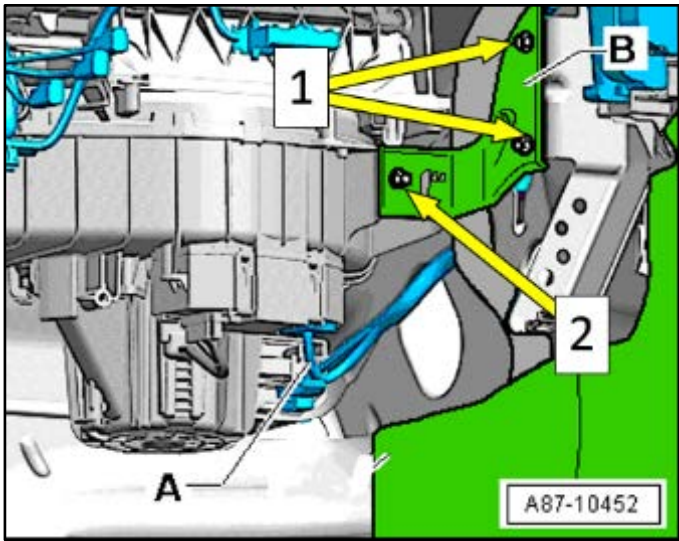
Do not grasp fan wheel of Fresh Air Blower -V2-, press against the fan wheel or move the balancing weights fastened to fan wheel. Doing so may cause fan imbalance during operation.

**TIP**

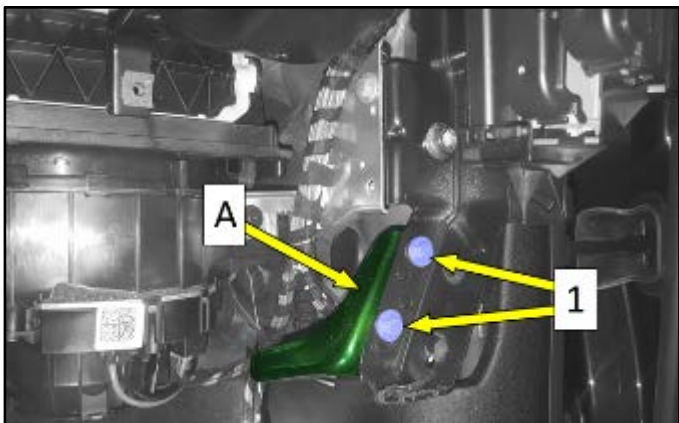
Testing the operation of the temperature and vent doors at this time will prevent unnecessary work in the event there was an issue with the heater core housing reinstallation.



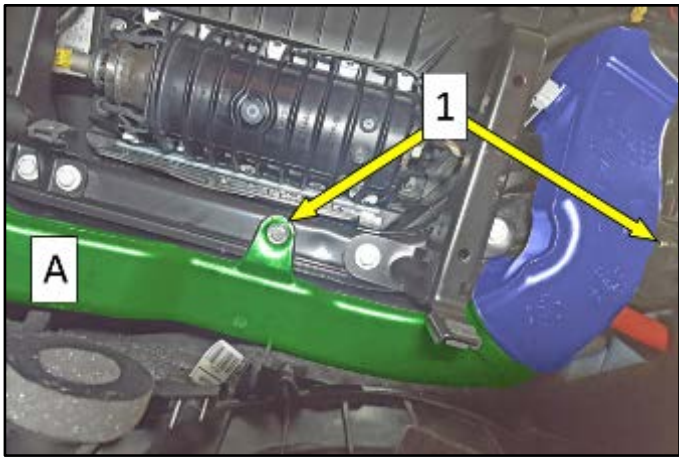
- If equipped, install the Headlamp Range Control Module <1> and connect connector <2>.



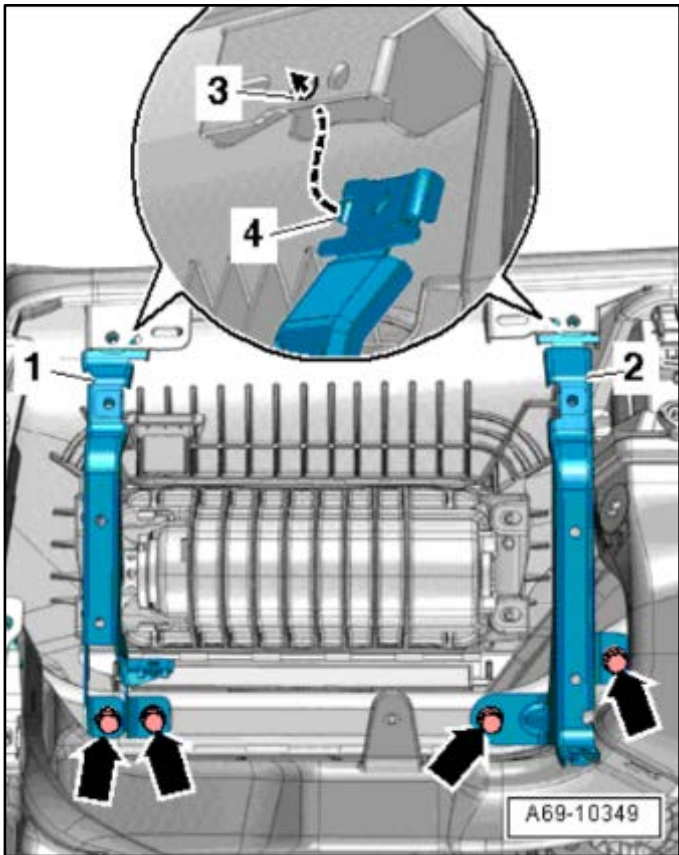
- Install bracket <B>.
- Install bolts <1> and torque to 9 Nm.
- Install bolt <2> and torque to 3.6 Nm.
- Connect connector <A>.
- Reattach wiring harness to bracket <B> (if necessary).



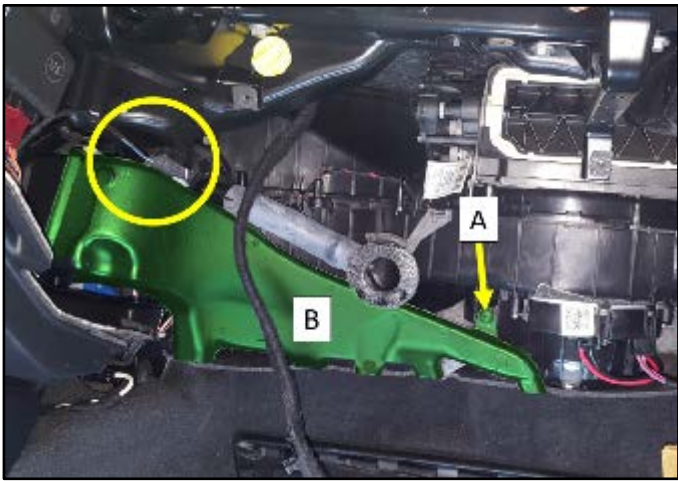
- Install bracket <A> (if equipped) and torque bolts <1> to 9 Nm.



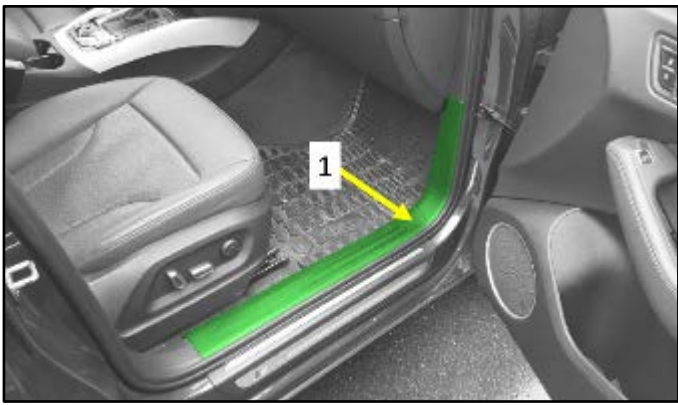
- Install air guide channel <A> and torque bolts <1> to 3 Nm.



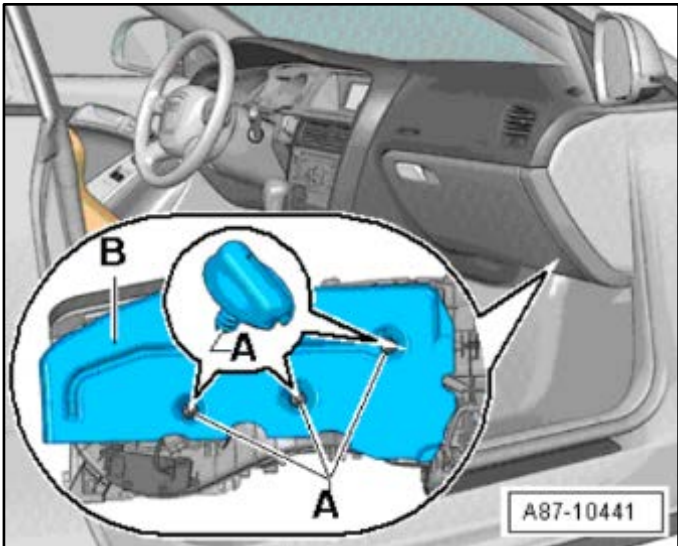
- Position both glove compartment brackets so that tab <4> engages in hole <3> in the instrument panel.
- Install bolts <arrows> and torque to 9 Nm.



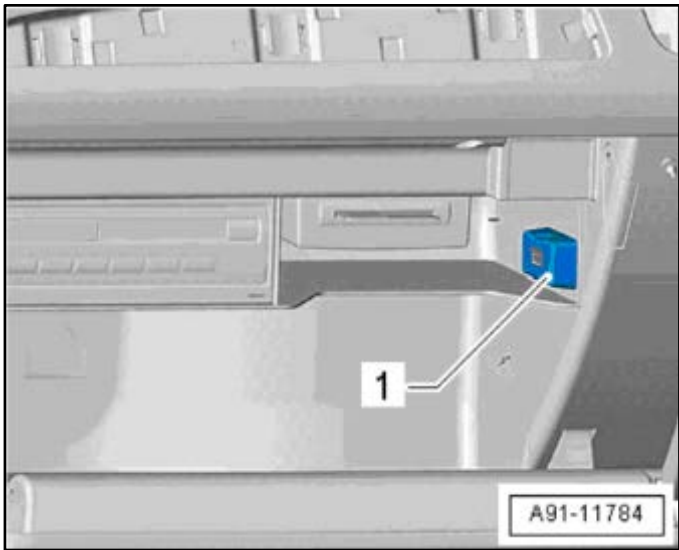
- Install footwell vent <B> and torque bolt <A> to 3 Nm.
- Reconnect temperature sensor <circle>.



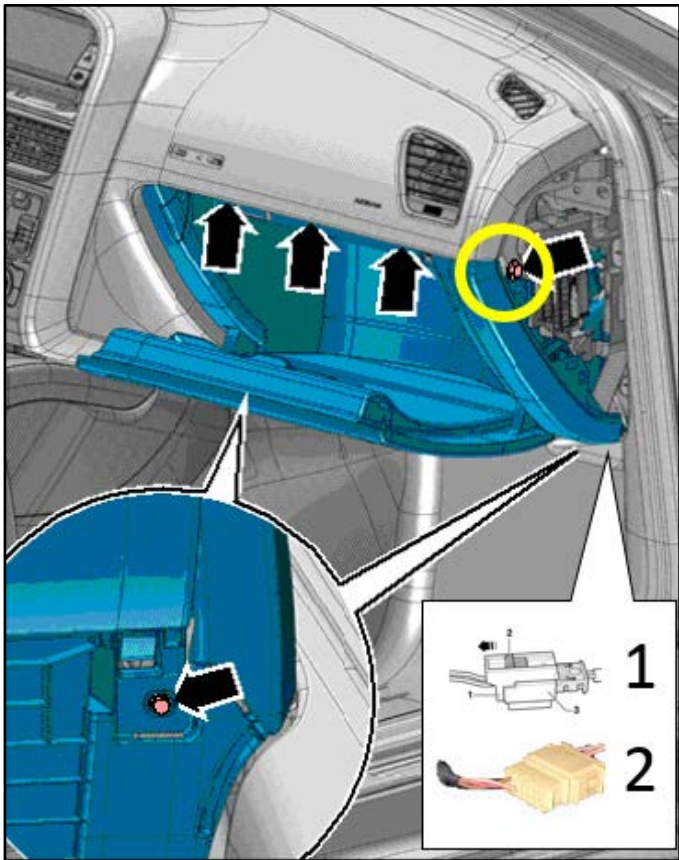
- Remove any clips still installed in the body using Omega Clip Tool -T40280- and reinstall into the trim.
- Slide the front sill panel trim guide into the carpet.
- Install sill panel trim <1>.
- A5 and A5 Cabriolet models:
  - Install lower A-pillar trim.



- Install insulation mat <B> and tighten screw clips finger tight.



- Vehicles with External Audio Source Connection -R199-.
  - Install -R199- into the glove compartment and install cover <1>.
  - Reattach -R199- harness to the glove compartment.



**⚠ CAUTION**

- Support the glove compartment when installing the bolts.
- The glove compartment could drop unexpectedly if not supported, resulting in damage to glove compartment components.

- Reconnect connector <2>.

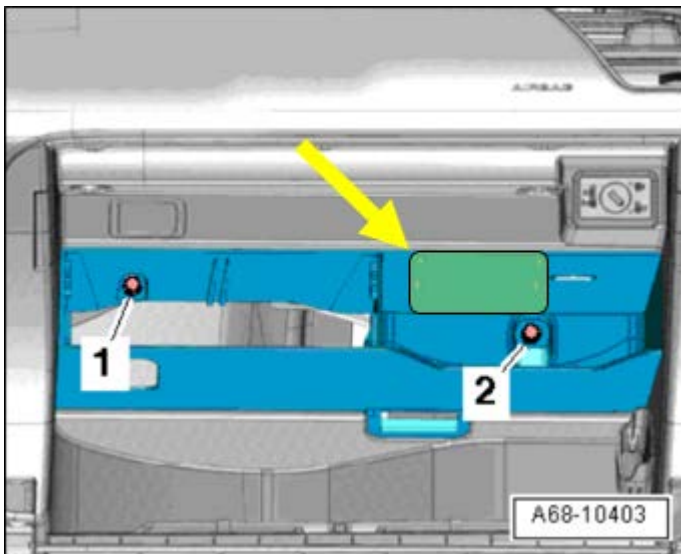
**⚠ WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

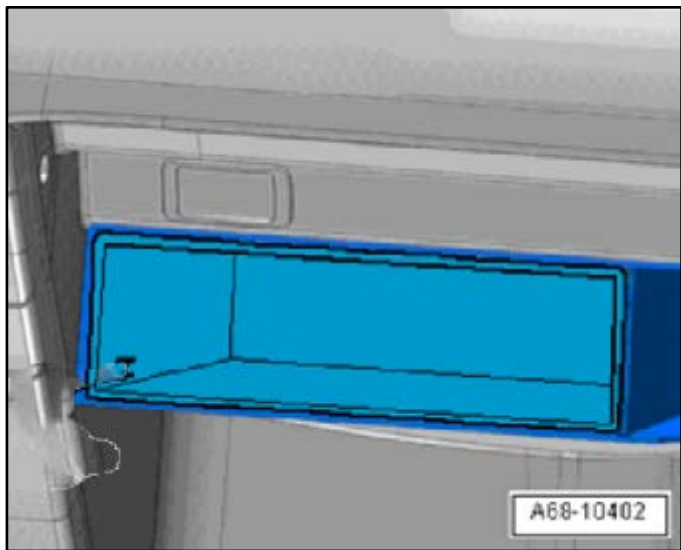
- Models equipped with a knee airbag: Connect yellow knee airbag connector <1>.
- Install bolts <arrows> and torque to 3 Nm.

**! NOTE**

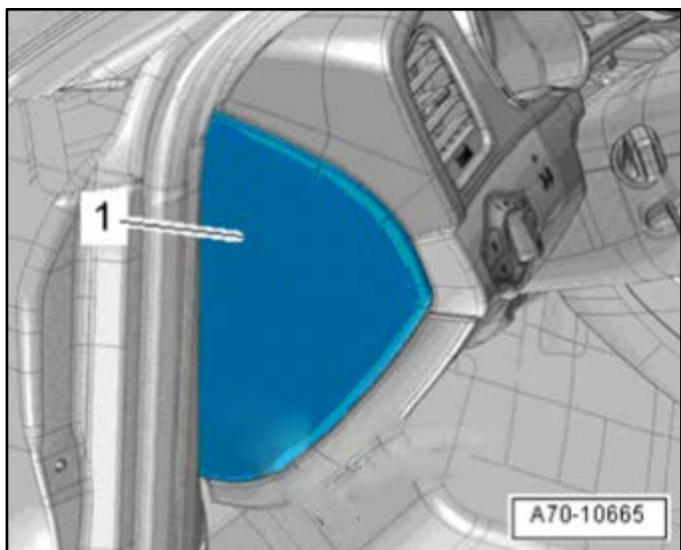
- Bolt location and quantity may vary based on model.
- Models equipped with a knee airbag will have an additional two bolts installed in the bottom of the glove compartment.



- Install bolts <1 and 2> and torque to 3 Nm.
- If equipped, install storage compartment in area of <arrow>.
  - Slide the storage compartment in toward the front of the vehicle.

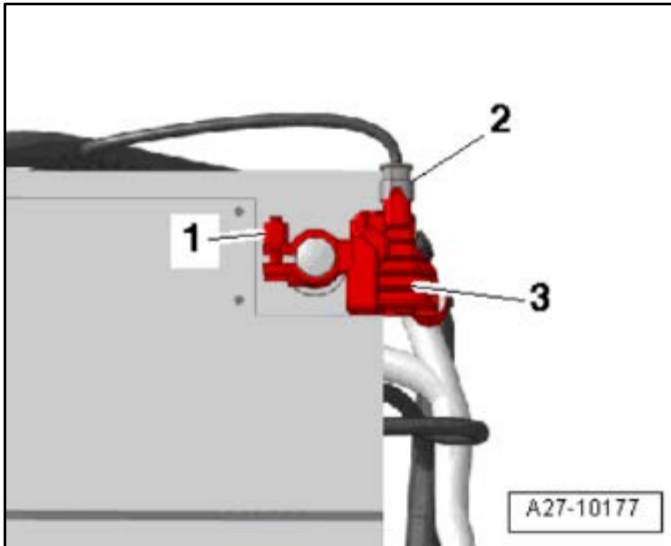


- Install storage compartment.



- Install instrument panel side cover <1>.

#### A4, allroad, A5 and A5 Cabriolet only:

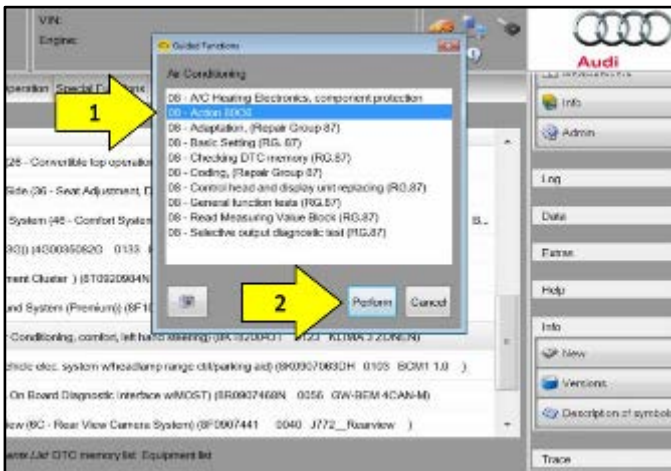


#### **WARNING**

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

- Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
- Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
- Reconnect the connector to the Battery Monitoring Control Module -J367-.
- If equipped, install the vehicle tool kit.

#### Continued for all models:



- Ensure ODIS tester is up to date.
- Connect the ODIS tester to the vehicle.
- Select “Diagnosis” and perform a vehicle scan.
- Right click on “Address 0008 – Air Conditioning” and select “Guided Functions”.
- Highlight “08 – Action 80C6” <1> and select “Perform” <2>.
- Follow the onscreen prompts for adapting the HVAC door end stops.
- Exit ODIS and send the GFF paperless log online when prompted.

#### **NOTE**

Customers were instructed to turn off the supplementary (auxiliary) heater. Before returning the vehicle to the customer, ensure the supplementary heater is turned back on using the MMI.

#### Proceed to Section C.



## Section C – Campaign Completion 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.

**Proceed to Section D.**

## Section D - Parts Return

### IMPORTANT PARTS INFORMATION

Repackage the removed Auxiliary Heater and return to your parts department for a core return.

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

## Appendix A – Warning and Safety Precautions

### WARNING

#### General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
  - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
- Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.