

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Safety Recall

Code: 47L8

**Subject: 2013 MY Audi Q7 Equipped with 3.0L TDI Engine
Vacuum Lines for Brake Booster**

September 03, 2014

Problem Description

It is possible that a check valve can become contaminated with plastic debris which may allow small amounts of engine oil to enter the brake booster. Over time and in isolated cases, the presence of oil could result in a rupture of the brake booster diaphragm. In the rare case of a rupture, power assist brake performance could be adversely affected and in extreme cases there could be a complete loss of power assist braking. An unexpected reduction or loss in power braking assist may increase the risk of a crash.

Corrective Action

Dealers will inspect the brake booster system for oil contamination and replace a vacuum line in all affected vehicles.

Affected Vehicles

U.S.A. and CANADA:

2013 MY Audi Q7 Equipped with 3.0L TDI Engine

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

Inventory Vehicle Open Campaign/Action Report (AIM)

On or about September 3, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & AIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

Parts will be allocated prior to customer notification. If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com.

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about September 24, 2014 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 47L8
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002

Sold vehicle = 7 10
Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 4L

Replace vacuum line only.
Repair operation: 4777 55 99 50 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1 .00	4L0 611 931 H	Vacuum Line*

OR

Replace two vacuum lines only
Repair operation: 4777 56 99 110 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1 .00	4L0 611 931 H	Vacuum Line*
1.00	4L1 611 931 B	Vacuum Line

OR

Replace two vacuum lines and brake booster
Repair operation: 4770 55 99 330 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1 .00	4L0 611 931 H	Vacuum Line*
1.00	4L1 611 931 B	Vacuum Line
1.00	7L8 612 105 M	Brake Booster
2.00	WHT 000 001 T	Nut
Up to 2.00	B 000 750 M2	Brake Fluid

***Causal Indicator: Select 4L0 611 931 H "Vacuum Line" as causal part**
There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

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. © 2014 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 47L8 – Vacuum Lines for Brake Booster
2013 Model Year Audi Q7 TDI**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013 model year Audi Q7 TDI vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that a check valve can become contaminated with plastic debris which may allow small amounts of engine oil to enter the brake booster. Over time and in isolated cases, the presence of oil could result in a rupture of the brake booster diaphragm. In the rare case of a rupture, power assist brake performance could be adversely affected and in extreme cases there could be a complete loss of power assist braking. An unexpected reduction or loss in power braking assist may increase the risk of a crash.

What will we do? To help identify/correct this defect, your authorized Audi dealer will install a new vacuum line and inspect for oil contamination in the vacuum line and brake booster. If oil contamination is present, additional components will be replaced. In most cases, this work will take up to two hours to complete; isolated cases where additional component replacement is needed make take up to four hours to complete. This recall repair 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. 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.

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 call or write to:

Audi of America, Inc.,
Attn: Customer Experience (47L8)
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.

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. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 47L8 – Vacuum Lines for Brake Booster
2013 Model Year Audi Q7 TDI**

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 model year Audi Q7 TDI vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that a check valve can become contaminated with plastic debris which may allow small amounts of engine oil to enter the brake booster. Over time and in isolated cases, the presence of oil could result in a rupture of the brake booster diaphragm. In the rare case of a rupture, power assist brake performance could be adversely affected and in extreme cases there could be a complete loss of power assist braking. An unexpected reduction or loss in power braking assist may increase the risk of a crash.

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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 (47L8)
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 safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance_Recall Assistance (C)”

Required Tools:



- T 40168 – Release Tool for Brake Light Switch



- T 10118 – Elbow Assembly Tool



- T 10189 – Brake Servo Release Tool



- VAS 5234 – Brake Charger/Bleeder Unit



- VAS 6150C – Diagnostic System, Premium



- VAS 6122 – Engine Bung Set



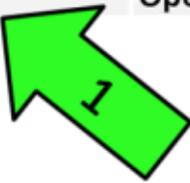
- 80-200 – Pry Lever

Required Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	4L0 611 931 H	Vacuum Line
1	4L1 611 931 B	Vacuum Line
1	7L8 612 105 M	Brake Booster
2	WHT 000 001 T	Nut
Up to 2	B 000 750 M3	Brake Fluid

Work Procedure

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

EXAMPLE

Section A – Check for Previous Repair

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

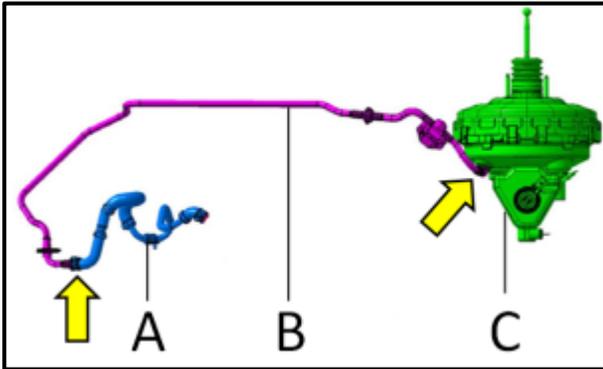


Tip: On the date of repair, print this screen and keep a copy with the repair order

- 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 – Vacuum Hose and Brake Booster Inspection



Tip:

Procedure Overview

Inspect vacuum hose connections for oil contamination <arrows>.

Replace vacuum hose A .

If oil contamination is found at the connection between lines A and B, line B must also be replaced.

If oil contamination is found at the connection between line B and the brake booster, the brake booster must also be replaced.



- Switch the ignition off.
- Open the hood.
- Remove the engine cover.
- Ü Loosen the mounting clamps <arrows>.
- Remove the intake tube.



- Ü Cover the turbocharger inlet using the appropriate size bung from VAS 6122 – Engine Bung Set <arrow>.



- Ü Loosen the clamp and disconnect the vacuum hose where shown <arrow>.



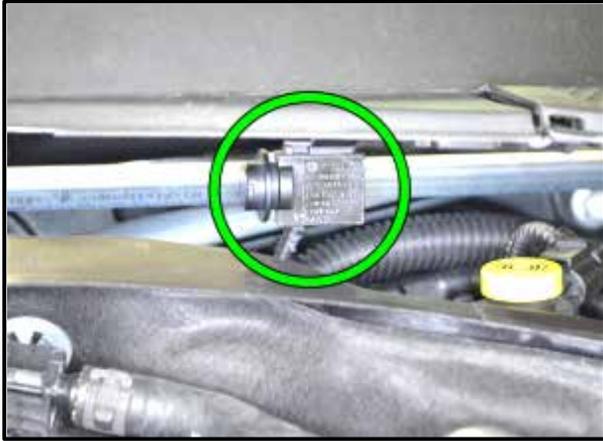
- Ü Remove the rubber seal from the front of the cowl <arrows>.



- Ü Remove the wiper arm caps and mounting nuts <circles>.
- Remove both wiper arms.
- Ü Remove the wiper cowl cover <arrows>.



Note: the rear edge of the wiper cowl cover locks into a rubber channel on the bottom of the windshield. To remove the cover without damaging the windshield, the cover must be lifted straight upward, away from the glass.



- Ü Detach the ambient temperature sensor <circle> from the bottom of the wiper cowl cover.



- Ü Disconnect the vacuum hose from the brake booster <circle>.



- Ü Swab both hose connections <circles> with a clean cloth, cotton swab, etc. and inspect for any oil contamination.
 - If no oil is found, perform the repair in **Section C**.
 - If oil is found at the connection near the bulkhead, but **NOT** at the brake booster, perform the repairs listed in **Section C**, **AND Section D**.
 - If oil is found at the connections near the bulkhead **AND** at the brake booster, perform the repairs listed in **Section C**, **Section D**, **AND Section E**.

Section C – Vacuum Hose
Replacement – Engine to Bulkhead

- Ü Loosen the clamps <arrows> and disconnect the vacuum hose at both ends.



- Ü Remove the vacuum line mounting bolt <circle>.
- Remove the vacuum hose.





- Install the replacement vacuum hose, P/N **4L0 611 931H**.
- Ü Reconnect the vacuum hose to the intake-side vacuum pipe <arrow> and refasten the clamp.



- Ü Install and tighten the vacuum line mounting bolt <circle>.



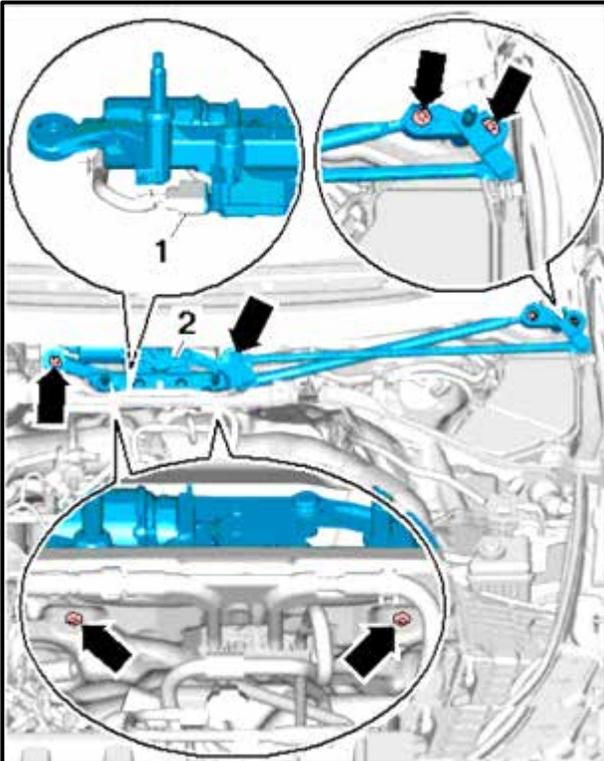
- Ü If no oil contamination was found during the inspection, reconnect the vacuum hose to the bulkhead-side vacuum pipe <arrow> and refasten the clamp. Then, reassemble the vehicle in reverse order of disassembly.

Work Complete – Proceed to Section F – Campaign Stamp

- If any oil was found during the inspection, proceed to **Section D – Vacuum Hose Replacement – Bulkhead to Brake Booster**.

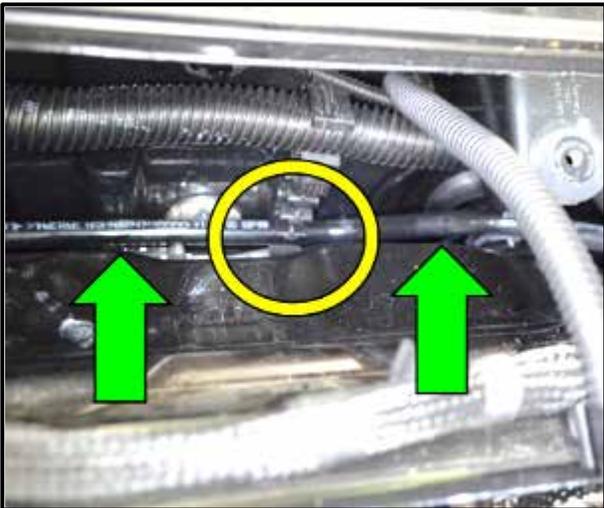
Section D – Vacuum Hose Replacement – Bulkhead to Brake Booster.

 Tip: Perform this repair ONLY if oil contamination was found at the bulkhead vacuum hose connection during the inspection



- Ü Remove the wiper assembly mounting screws <arrows>.
- Ü Disconnect the electrical connector <1> using Elbow Assembly Tool –T10118- (or equivalent).
- Remove any additional wire harness fasteners from the wiper assembly.
- Remove the windshield wiper assembly.

 Tip: It may be necessary to rotate the wiper assembly crank by hand to access all the mounting screws



- Ü Follow the vacuum line from the brake booster toward the passenger side of the vehicle and disengage the vacuum line <arrows> from the mounting clips <circles>.

 Tip: Not all mounting clips are pictured here.



- Ü Push the vacuum hose in the direction shown <arrow>, and disengage the rubber grommet from the cowl.
- Remove the vacuum line from the vehicle.



- Install the replacement vacuum line, P/N 4L1 611 931B.
- Ü Reseat the grommet into the cowl as shown <arrow>, then reconnect the hose connection and refasten the clamp <circle>.
- Refasten the vacuum line into all plastic retainers against the bulkhead.

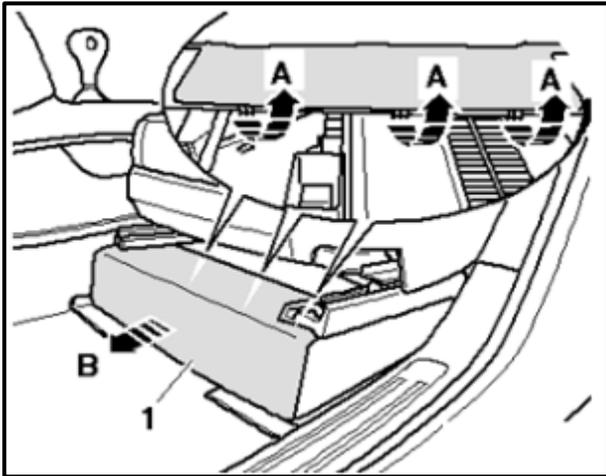


- Ü If no oil contamination was found during the inspection, reconnect the vacuum hose to the brake booster <circle>. Then, reassemble the vehicle in reverse order of disassembly.

Work Complete – Proceed to Section F – Campaign Stamp

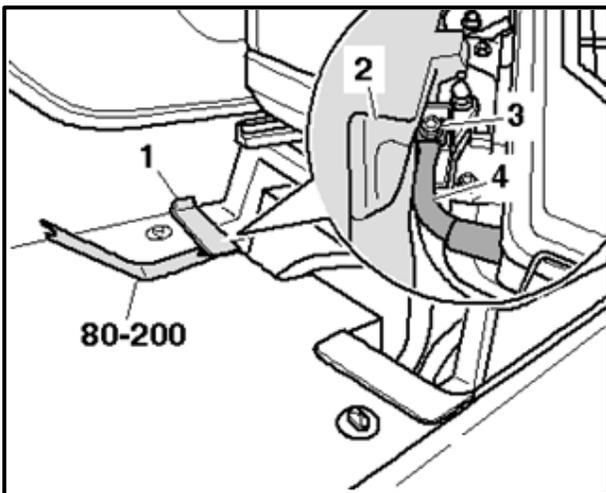
- Ü If any oil was found at the brake booster vacuum hose connection during the inspection, proceed to **Section E – Brake Booster Replacement**.

Section E – Brake Booster Replacement

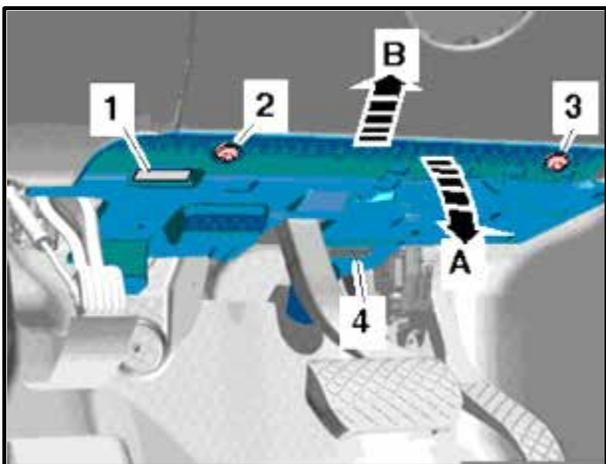


Tip: Perform this repair ONLY if oil contamination was found at the brake booster vacuum hose connection during the inspection

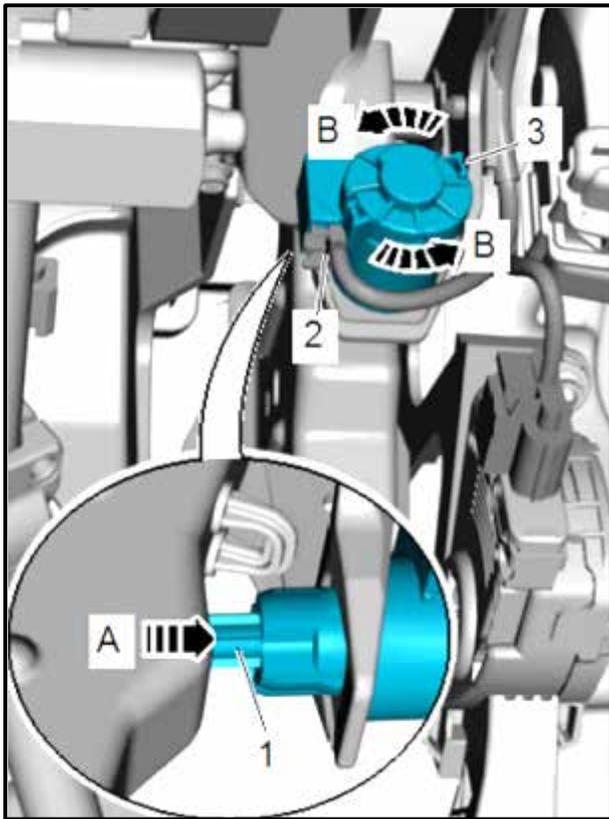
- Position the driver seat in the full rearward position.
- Ü Release the mounting clips on the battery cover <1>, lift the front of the cover <direction of arrow A>, then remove the cover <direction of arrow B>.



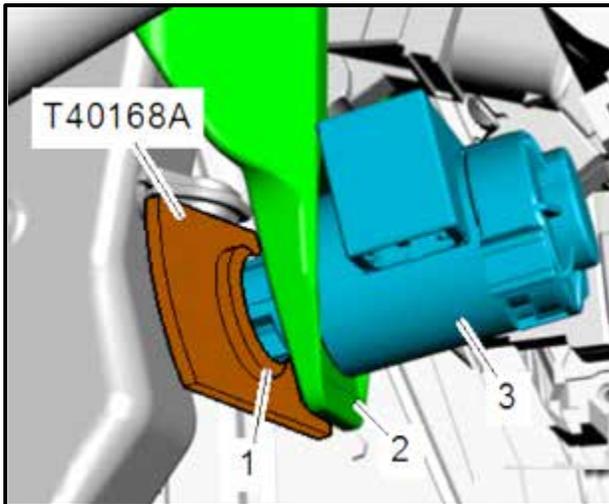
- Ü Pry cover <1> with Pry Lever 80-200 from the floor covering.
- Ü Lift the floor covering <2> to access battery ground connection.
- Ü Loosen mounting nut <3>.
- Remove and isolate the battery cable.



- Ü Remove the driver side instrument panel cover mounting bolts <2 and 3>.
- Ü Gently pull downward on front side of the panel <arrow A>.
- Ü Disconnect the datalink connector (DLC) <1>.
- Ü Disconnect the footwell light electrical connector <4>.
- Ü Slide the trim panel rearward <arrow B> and remove it from the vehicle.



- Ü Disconnect the electrical connector <2> from the brake light switch.
- Ü Depress the plunger on the brake light switch by hand in the direction shown <arrow A>.
- Ü Hold the plunger in while turning the brake light switch locking mechanism (color coded tabs) counter clockwise as shown <arrows B> until it stops.
- Release the plunger.



- Ü Install the Release Tool for Brake Light Switch T40168A between the brake light switch plunger and the brake pedal <as shown>.

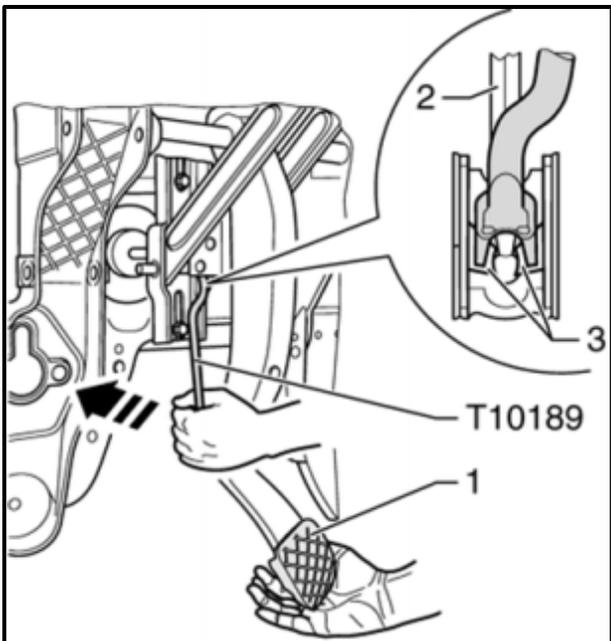
! Note: The tapered edge <1> of the release tool **MUST** point toward the brake light switch.

- Press the release tool against the brake light switch.
- Ü Remove the brake light switch <3> from the mounting bracket <2>.



- Install the Brake Servo Release Tool T10189 as shown <arrow>, between the linkage rod and the mounting bracket.

i Tip: it may be necessary to press the brake pedal forward slightly to allow the release tool to properly engage.



- Press the release tool toward the bulk head gently <arrow> while holding the brake pedal <1> stationary. The three retaining lugs <3> will release the ball from the socket.

! Note: the tool must be fully engaged and release the retaining lugs before any attempt is made to move the brake pedal rearward.

- Continue to push the release tool forward while pulling the brake pedal rearward to disengage it from the linkage and release the tool.



- Remove the plastic retainer <circle> from the cowl.



- Ü Remove the mounting screws <arrows> from the plenum wall.
- Ü Release the fuel line retaining clip <circle> from the plenum wall.
- Lift the plenum wall straight upward and remove it.



- Ü Remove the screws from the E-box lid <arrows>.
- Remove both covers from the E-box.



- Ü Remove the rubber grommets <arrows> from the E-box side walls.
- Ü Disconnect the electrical connectors <circle> from the rear of the E-box.



Ü Remove mounting nuts and wires from the stud connections <arrows>.

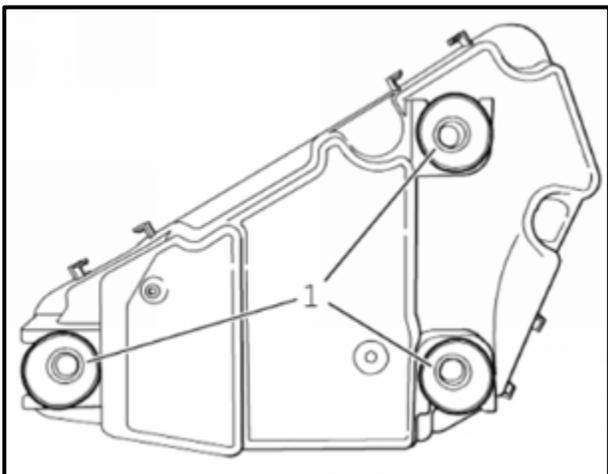
 Tip: One or both of these stud connections may be used based on vehicle equipment.



Ü Disengage the E-box wiring harness from the mounting clips on the bulkhead <arrows>.

 Tip: The lower E-box is mounted on rubber grommets <1>, similar to an engine cover.

- Gently pry the E-box upward to remove it and set it aside.



 Tip: Use caution when removing the E-box. If necessary, unplug or disconnect any remaining connections that prohibit the E-box from being moved out of the working area around the brake master cylinder



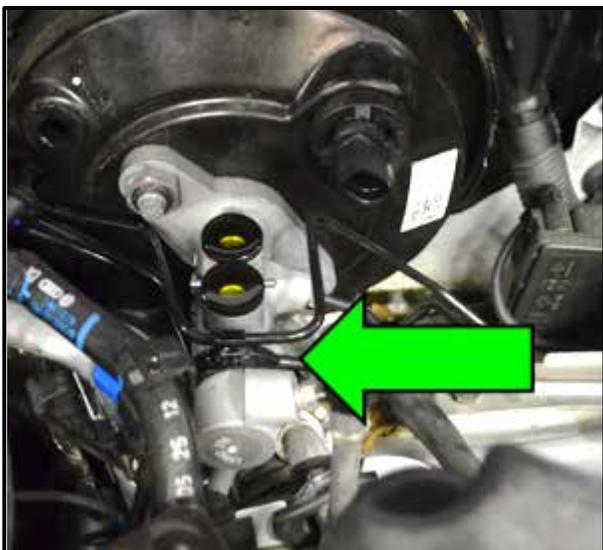
- Ü Disconnect the electrical connectors from the master cylinder reservoir cap and from the brake booster <circles>.



- Remove the cap and fluid level sensor from the brake fluid reservoir.
- Using the Brake Charger/Bleeder Unit VAS 5234 (or equivalent), extract as much fluid from the reservoir as possible.

⚠ Note: Exercise caution when handling brake fluid to avoid damage to painted surfaces. Damage to vehicle paint will NOT be covered under this action.

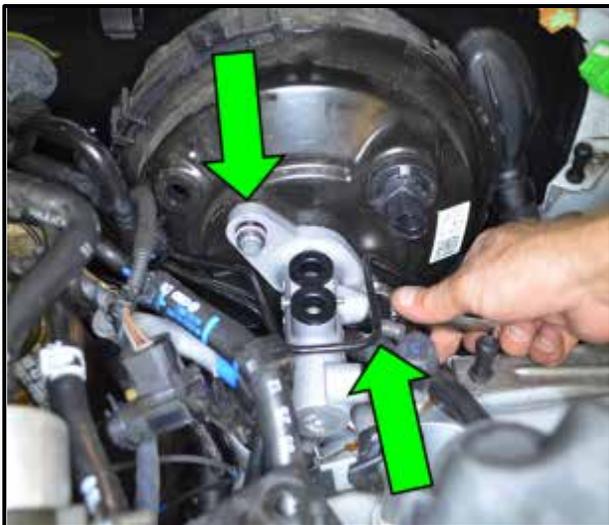
- Ü Disengage the mounting tabs <arrow> and remove the fluid reservoir from the master cylinder.



- Ü Remove the plastic brake line retainer <arrow> from the brake line and master cylinder.



Ü Loosen and remove the brake lines <circles> from the master cylinder.



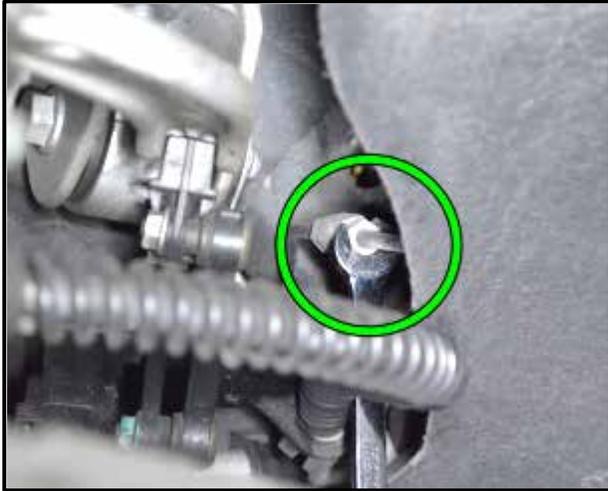
Ü Remove the master cylinder mounting nuts <arrows>.

- Remove the master cylinder from the brake booster.

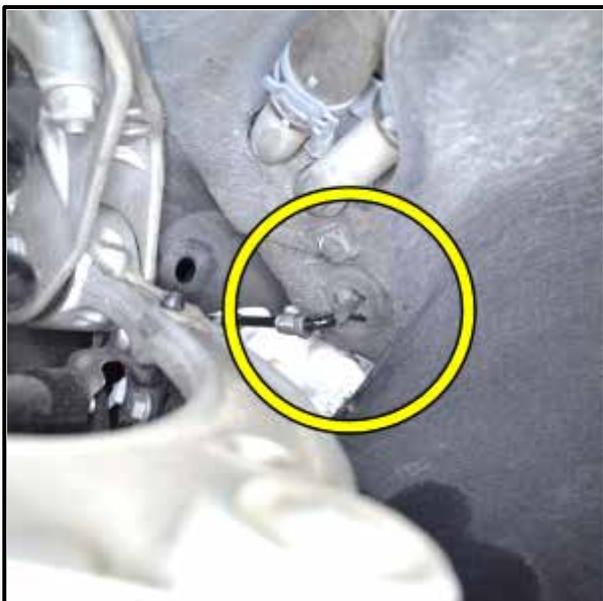
 Note: Residual brake fluid may leak from the master cylinder during removal. Exercise caution when handling brake fluid to avoid damage to painted surfaces. Damage to vehicle paint will NOT be covered under this action.



Ü Disengage the brake line clamp <circle> from the brake booster.



- Ü Inside the left front wheel housing, loosen and disconnect the brake line connection <circle>.



- Ü Disengage the rubber grommet <circle> and remove the left front brake line segment between the master cylinder and the wheel housing connector.

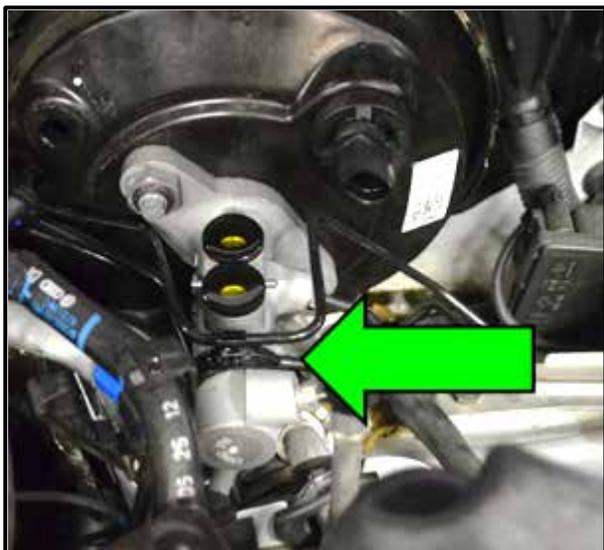


- Ü Remove the mounting screws <arrows> from the brake booster.
- Carefully remove the brake booster from the vehicle.

- Install the replacement brake booster P/N **7L8 612 105M**
- Torque the mounting screws to **25Nm**.
- Reinstall the left front brake line segment, and securely fasten the grommet into the wheel housing.
- Reinstall the brake master cylinder using new mounting nuts, P/N **WHT 000 001T**, and torque to **49Nm**.
- Reconnect both brake lines to the master cylinder.



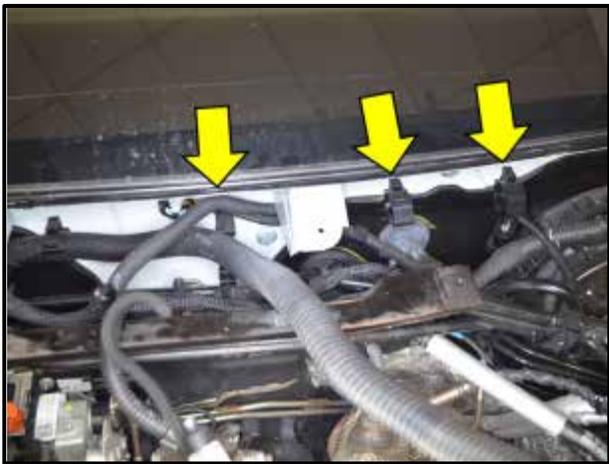
- Reinstall the brake line clamp onto the brake booster <circle>.



- Reinstall the plastic brake line retainer <arrow>.
- Reinstall the master cylinder fluid reservoir.



- Reinstall the cap and fluid sensor into the fluid reservoir.
- Ü Reconnect the electrical connectors onto the master cylinder reservoir cap and the brake booster <circles>.



- Move the E-box back into position and fasten it onto the mounting studs.
- Ü Reinstall the wiring harness into the mounting clips <arrows>.
- Reconnect all electrical connections on top of the E-box.
- Reinstall the lids onto the E-box and fasten all mounting screws.
- Refasten any other remaining electrical connections near the E-Box.

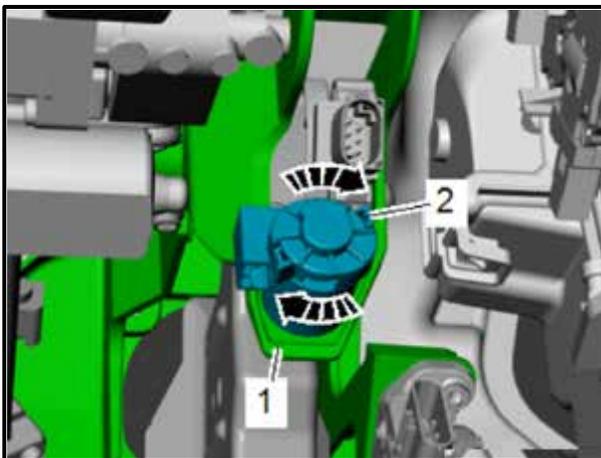


- Reinstall the plenum wall.

! Note: To reinstall the plenum wall, it may be necessary to remove the seal and install it directly onto the bulkhead, then slide the plenum wall into place and push it onto the seal as shown <arrows>.



- Ü Align the linkage rod ball end with the socket on the brake pedal <arrows>.
- Gently push the brake pedal toward the brake booster until the linkage rod clicks into place.



- Ü Reinstall the brake light switch <2> into the mounting bracket <1> and turn the locking mechanism (color coded tabs) clockwise <arrows>.
- During installation, the brake light switch must audibly lock into the mounting bracket.
- Ü The electrical connector must be oriented in the 9 o'clock position after installation <as shown>.
- The plunger is automatically adjusted upon installation.

 **Note:** Proper brake light function must be tested any time the brake light switch is removed and installed.

- Reinstall the driver side instrument panel cover.
- Reconnect the vehicle battery.
- Reassemble the remaining components in the reverse order of disassembly.

Brake Bleeding



Note:

- Bleeding the braking system on vehicles with ABS is carried out similarly to vehicles with conventional braking systems.
- Only use new brake fluid conforming to US-Norm FMVSS 116 DOT 4.
- Brake fluid must never contact the paint.
- Only use brake fluid which has been stored in an air tight container
- After bleeding brake system, basic setting for Brake Pressure Sensor 1 -G201- must be performed.

- There are 2 bleeder valves installed on Brembo® brake calipers Always bleed at both bleeder valves.
- Bleed at outer bleeder valve first.
- Connect Brake Charger/Bleeder Unit -VAS 5234-.
- Open bleeder valves in the following sequence and bleed brake calipers:
 - 1- Front left brake caliper
 - 2 - Right front brake caliper
 - 3 - Right rear brake caliper
 - 4 - Left rear brake caliper

Post-Bleeding



Note: Perform this procedure if the brake pedal travel is too long, or if the brake pedal feels too soft after bleeding the system with the VAS 5234.



Note: A second technician is required during the post-bleeding.

- Depress brake pedal forcefully and hold.
- Open bleeder valve at brake caliper.
- Press brake pedal down onto stop.
- Close bleeder valve with pedal depressed.
- Release brake pedal slowly.

Bleeding sequence:

- 1- Front left brake caliper
 - 2 - Right front brake caliper
 - 3 - Right rear brake caliper
 - 4 - Left rear brake caliper
-
- Clear all DTC's using the VAS 6150C (or equivalent) and Guided Functions.
 - Test drive the vehicle to verify proper brake system operation.
 - During the test drive perform at least one stop which activates the ABS.

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

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

Section F – Campaign Stamp

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG).

Parts Return/Disposal

Properly destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Shipping Portal (WPSP) for U.S. and SAGA for Canada.

ALL WORK IS COMPLETE