

Safety Recall

Code: 80B9



Subject	Coolant Shut-off Valve (N488)
Release Date	October 6, 2016
Affected Vehicles	U.S.A.: 2011-2012 MY Audi A8 CANADA: 2010-2012 MY Audi A8 <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	Over time, it is possible for coolant to leak through a coolant valve wire connection, causing coolant migration into the engine control module. If this happens, it can cause a short circuit, placing the vehicle into "limp-home mode", or possibly even cause a stall without warning. Stalling can lead to a vehicle crash.
Corrective Action	Replace affected coolant valve and inspect for coolant leak through the valve electrical connector.
Parts Information	Parts will be allocated for dealer inventory only. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit requests for additional parts via email to upperorderlimits@audi.com .
Code Visibility	On or about October 6, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about October 6, 2016, this campaign code will show open on affected vehicles in Elsa. On or about October 6, 2016, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place in October 2016. Owner letter examples are included in this bulletin for your reference.
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. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before</u> 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.

Service Number	80B9									
Damage Code	0099									
Parts Vendor Code	002									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark coolant shut-off valve as causal part*									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action									
Criteria I.D.	01									
	<p>Replace coolant shut-off valve/Inspect for coolant leak</p> <p>Labor operation: 1985 19 19 110 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>4H0121670A</td> <td>Coolant Valve*</td> </tr> <tr> <td>1.00</td> <td>G 013A8JS0</td> <td>Coolant Concentrate</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	4H0121670A	Coolant Valve*	1.00	G 013A8JS0	Coolant Concentrate
Quantity	Part Number	Description								
1.00	4H0121670A	Coolant Valve*								
1.00	G 013A8JS0	Coolant Concentrate								

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 16V619

**Subject: Safety Recall 80B9 - Coolant Shut-off Valve (N488)
Certain 2011-2012 Model Year Audi A8**

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 2011-2012 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Over time, it is possible for coolant to leak through a coolant valve wire connection, causing coolant migration into the engine control module. If this happens, it can cause a short circuit, placing the vehicle into "limp-home mode", or possibly even cause a stall without warning. Stalling can lead to a vehicle crash.
- What will we do?** To help identify/correct this defect, your authorized Audi dealer will replace affected coolant valve and inspect for coolant leak through the valve electrical connector. This work will take about two 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. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- 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 Experience at 1-800-253-2834 or via our "Contact Us" page at 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).

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 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 80B9 - Coolant Shut-off Valve (N488)
Certain 2010-2012 Model Year Audi A8**

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 2010-2012 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Over time, it is possible for coolant to leak through a coolant valve wire connection, causing coolant migration into the engine control module. If this happens, it can cause a short circuit, placing the vehicle into "limp-home mode", or possibly even cause a stall without warning. Stalling can lead to a vehicle crash.

What will we do? To help identify/correct this defect, your authorized Audi dealer will replace affected coolant valve and inspect for coolant leak through the valve electrical connector. This work will take about two 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.

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.

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 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>
01	1	4H0 121 670 A	Coolant Valve
01	0.1 ltr	G A13 A8J 1G	Coolant Concentrate

Required Tools



- Hose Clamps – Up To 25mm - 3094 (or equivalent)



- Hose Clip Pliers –VAS6362- (or equivalent)



- Torque Wrench 2-10 Nm – VAG1783 (or equivalent)

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 – Repair Procedure

NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



- Open hood.

WARNING

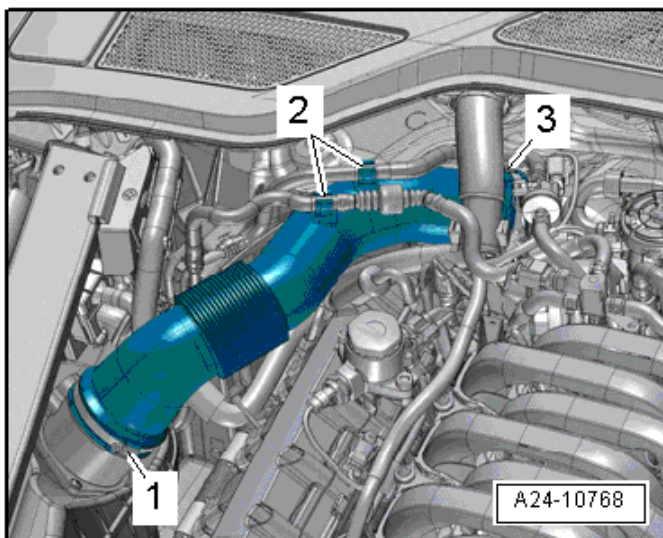
There is a risk of scalding from hot steam and coolant.

The cooling system is under pressure when the engine is warm.

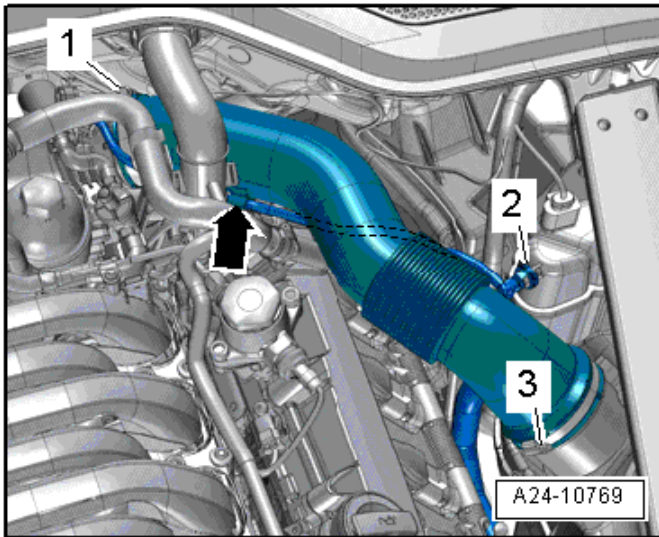
To reduce the pressure, cover the coolant reservoir cap with cloths and then open it carefully.

Danger of personal injury due to the coolant fan turning on by itself.

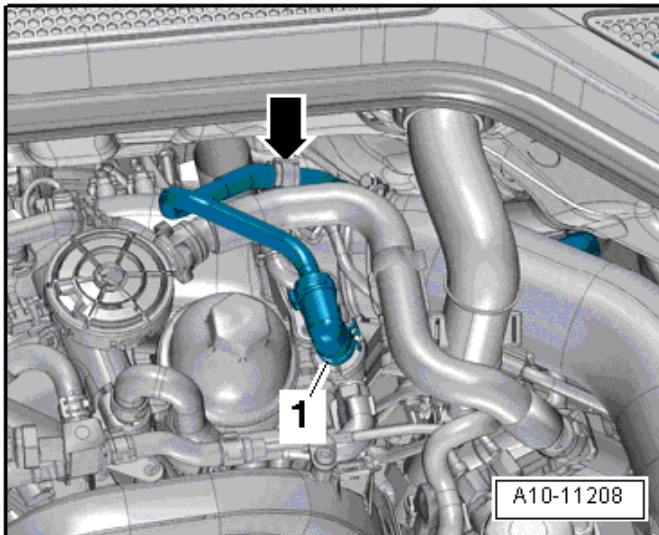
- Open the coolant reservoir cap.
- Carefully remove the engine cover from the rubber grommet mounts one after the other. Do not remove the engine cover on one side or in a jerking manner.



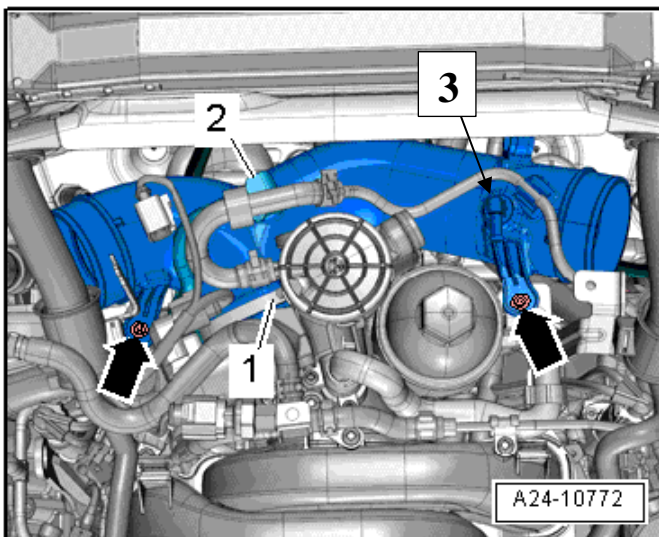
- Free up the hoses <2> on the air guide pipe.
- Loosen the clamps <1 and 3> and remove the air guide pipe.



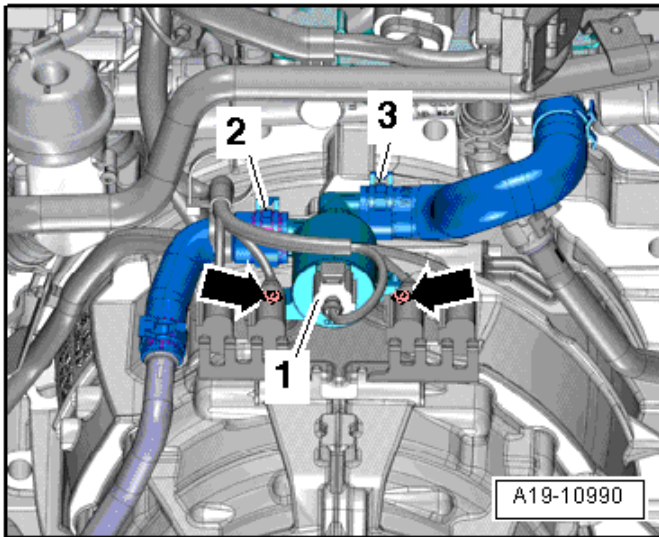
- Loosen the clamps <1 and 3>.
- Free up the coolant hose <2> <arrow> and remove the air guide pipe.



- Disconnect the vacuum hose <1> and free it up <arrow>.

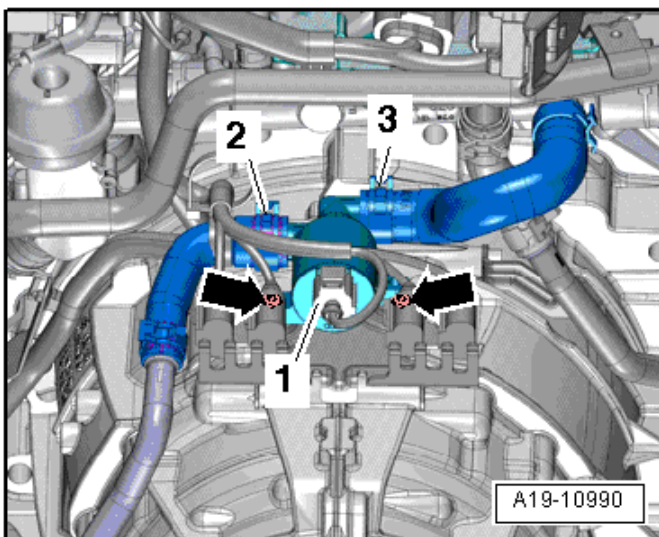


- Remove the bolts <arrows>.
- Loosen the clamp <1>.
- Remove the crankcase vent hose <2>.
- Remove vacuum line <3>.
- Remove the air guide pipe.

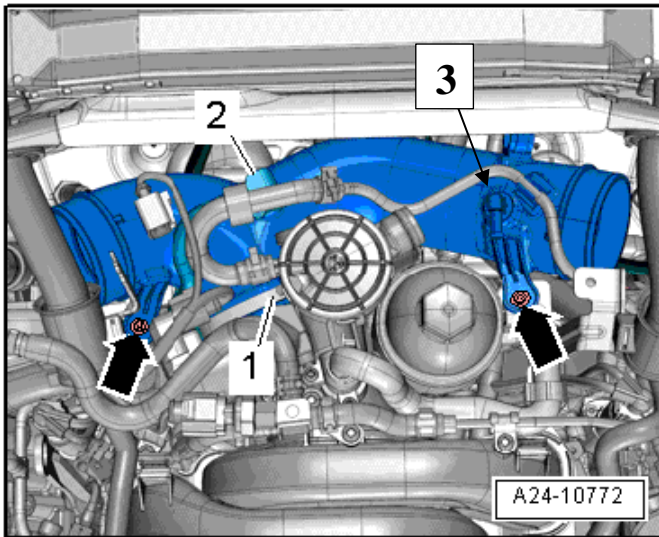


- Remove the bolts <arrows>.
- Disconnect the connector <1>.
- Inspect the interior of the wire harness connector <1> for presence of coolant.
 - If coolant is present **-STOP-** take a picture of connector and create a technical assistance case for further direction of repair.
 - If coolant is not present continue with the following steps.
- Loosen the hose clamps <2 and 3>.
- Clamp off the coolant hose with the Hose Clamps -3094-.
- Cover the area under the heater coolant shut-off valve –N488– with an absorbent rag.
- Remove the hoses from the coolant valve.
- Remove the Transmission Coolant Valve –N488-.
- Install new coolant valve –N488-, torque bolts <arrows> to 9 Nm.

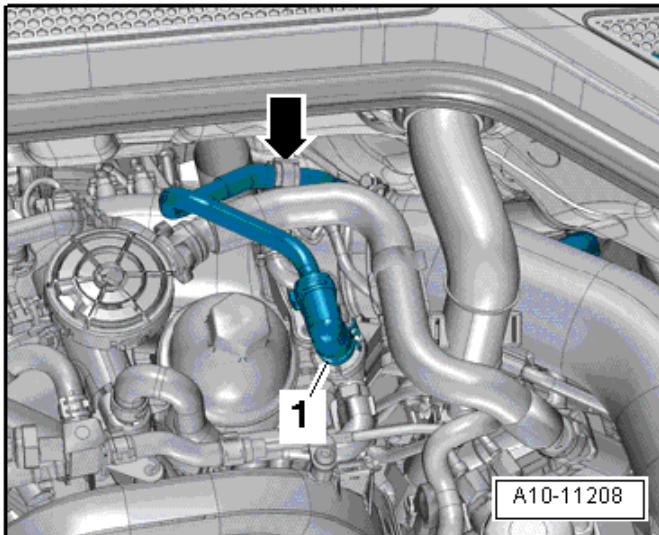
Part Number	Part Description
4H0121670A	Coolant Valve (N488)



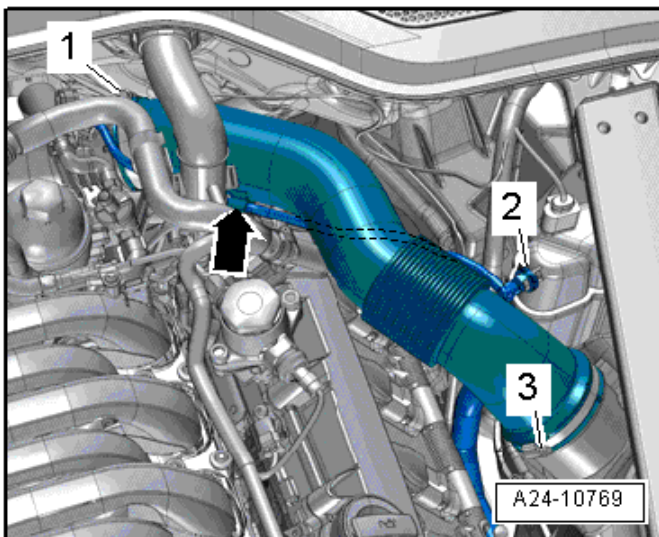
- Connect connector <1>.
- Connect hoses to coolant valve.
- Remove the Hose Clamps -3094-.
- Position clamps <2 and 3> in the original location and orientation.



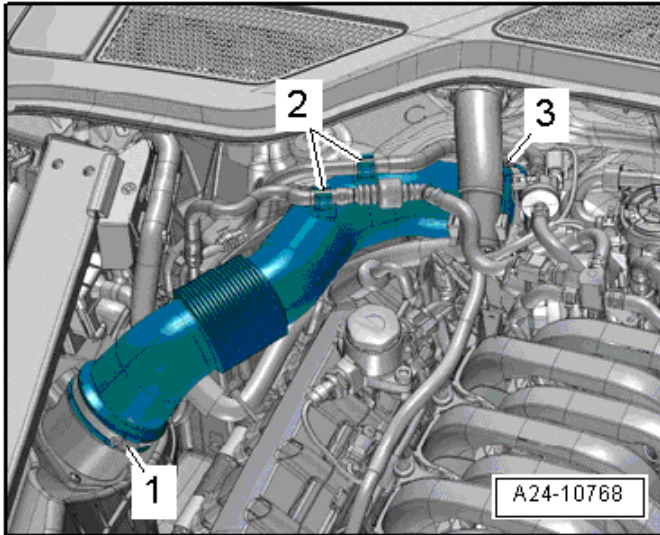
- Reinstall the air guide pipe.
- Reconnect vacuum line <3>.
- Reconnect crankcase vent hose <2>.
- Position clamp <1> in the original location and orientation and tighten.
- Reinstall bolts <arrows> and torque to 9 Nm.



- Reconnect the vacuum hose <1> and place back in bracket <arrow>.



- Reinstall the air guide pipe.
- Position clamps <1 and 3> in the original location and orientation and tighten.
- Reinstall the coolant hose <2> and place in bracket <arrow>.



- Reinstall the air guide pipe.
- Position clamps <1 and 3> in the original location and orientation and tighten.
- Reinstall the hoses <2> and position in brackets.



- Reinstall the engine cover by first pushing the engine cover with both hands into the rubber grommets in the rear and then into the rubber grommets in the front.

- Check the coolant level and top off as required.

Proceed to Section C

Section C – 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

- 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

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

Section D - Parts 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 SAGA for Canada.

ALL WORK IS COMPLETE