

Safety Recall

Code: 82C1



Subject	Auxiliary Heater Connector
Release Date	March 07, 2019
Affected Vehicles	U.S.A.: Certain 2015 MY Audi A7, 2015-2016 MY Audi A6 Sedan CANADA: Certain 2015 MY Audi A7 and A6 Sedan <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	The auxiliary heater connector may not have been properly inserted into the auxiliary heater. This can lead to increased contact resistances in the connector area and result in a thermal overload, which may cause smoldering and the risk of a fire.
Corrective Action	The auxiliary heater electrical connection will be inspected and, if necessary, the auxiliary heater and the connector will be replaced. Expected replacement rate is <u>very low</u> (approximately 1%).
Precautions	If a burning odor is noticed within the vehicle, owners are advised to make an appointment with an authorized Audi dealer to have the vehicle inspected without delay.
Parts Information	Contact Audi Technical Assistance for all orders. Once an ATA case code is obtained, contact Parts Specialist via chat or call 800-767-6552 to place an order.
Code Visibility	On or about March 07, 2019, 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 March 07, 2019, this campaign code will show open on affected vehicles in Elsa. On or about March 07, 2019, 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 March 2019. 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.

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: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	82C1															
Damage Code	0099															
Parts Vendor Code	002															
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90															
Causal Indicator	Mark auxiliary heater* as causal part <u>only</u> if replaced															
Vehicle Wash/Loaner	Do not claim wash/loaner under this action															
Criteria I.D.	4G															
	<p>Check auxiliary heater connection, connection ok Labor operation: 0183 00 99 40 T.U.</p> <p>-OR-</p> <p>Check auxiliary heater connection, connection not ok, replace auxiliary heater Labor operation: 8039 55 99 130 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>4G0819011A</td> <td>Auxiliary heater*</td> </tr> <tr> <td>1.00</td> <td>4G0972723</td> <td>Connector housing</td> </tr> <tr> <td>2.00</td> <td>000979308E</td> <td>Wire</td> </tr> <tr> <td>3.00</td> <td>000979943</td> <td>Butt connector</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	4G0819011A	Auxiliary heater*	1.00	4G0972723	Connector housing	2.00	000979308E	Wire	3.00	000979943	Butt connector
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1.00	4G0972723	Connector housing														
2.00	000979308E	Wire														
3.00	000979943	Butt connector														

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V862

**Subject: Safety Recall 82C1 – Auxiliary Heater Connector
Certain 2015 Model Year Audi A7 and 2015-2016 Model Year Audi A6 Sedan**

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 2015 model year Audi A7 and 2015-2016 model year Audi A6 Sedan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The auxiliary heater connector may not have been properly inserted into the auxiliary heater. This can lead to increased contact resistances in the connector area and result in a thermal overload, which may cause smoldering and the risk of a vehicle fire.

What will we do? Your authorized Audi dealer will perform this recall repair for you free of charge.

To correct this defect, the auxiliary heater electrical connection will be inspected and, if necessary, the auxiliary heater and the connector will be replaced. For most vehicles, this work will take about an hour to complete.

If your vehicle needs to have the auxiliary heater and connector replaced, parts will need to be ordered. Once your dealer has the parts on hand, the repair will take about two hours to complete.

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.

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.

Precautions you should take If you notice a burning odor within the vehicle, please make an appointment with your authorized Audi dealer to have the vehicle inspected without delay.

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.

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 82C1 – Auxiliary Heater Connector
Certain 2015 Model Year Audi A7 and Audi A6 Sedan**

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 2015 model year Audi A7 and Audi A6 Sedan vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The auxiliary heater connector may not have been properly inserted into the auxiliary heater. This can lead to increased contact resistances in the connector area and result in a thermal overload, which may cause smoldering and the risk of a vehicle fire.

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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.

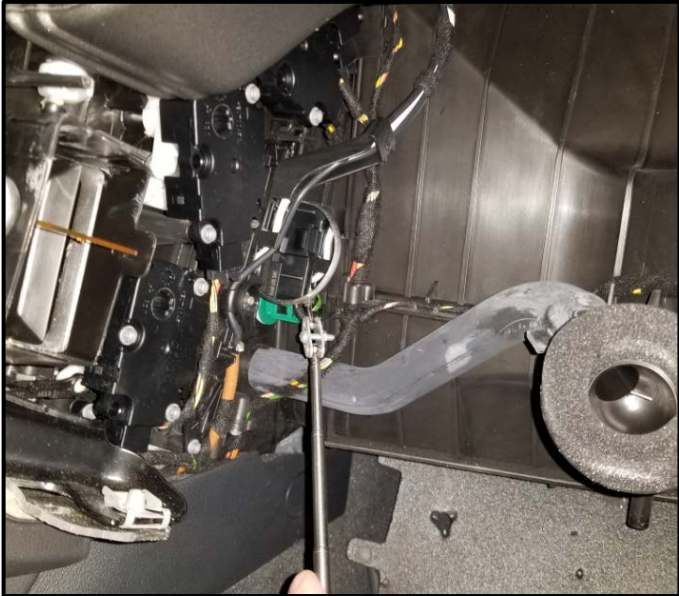
Sincerely,

Audi Customer Protection

Repair Overview

! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.



- Remove glove compartment and inspect Auxiliary Heater Element -Z35- connector.

Required Tools

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>
 <p>Radio Removal Tool -T10057- (only if equipped with CD changer)</p>	 <p>Fiber-Optic Repair Set - Connector Protective Caps -VAS6223/9- (only if equipped with CD changer)</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.

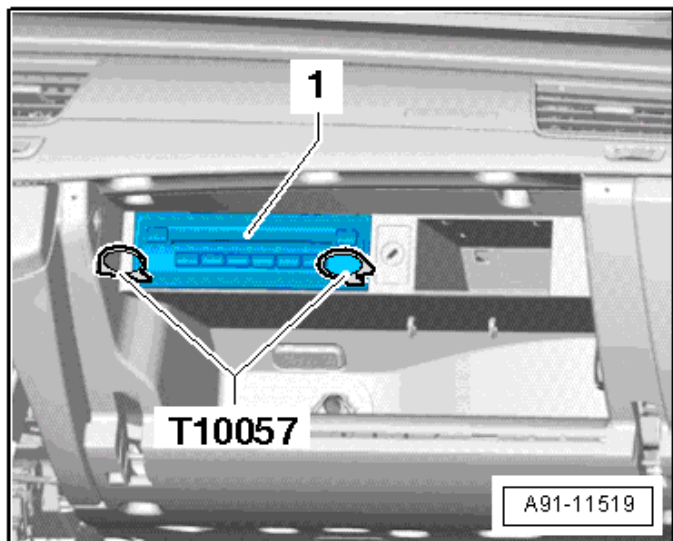
TIP

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 – Vehicle Disassembly



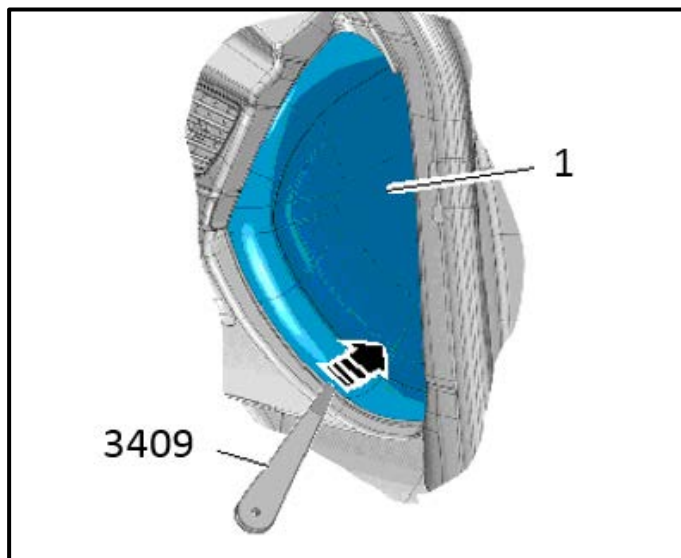
Remove CD Changer (if equipped):

- Switch off ignition; wait 10 seconds and then remove ignition key from vehicle.
- Open the glove compartment.
- Insert two -T10057- in the release slits on the CD Changer <1> until they engage.

NOTE

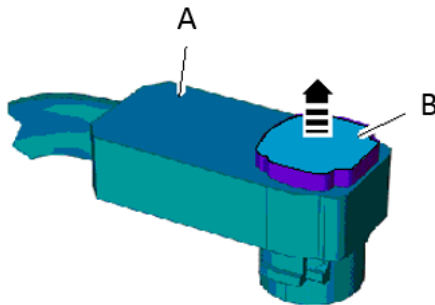
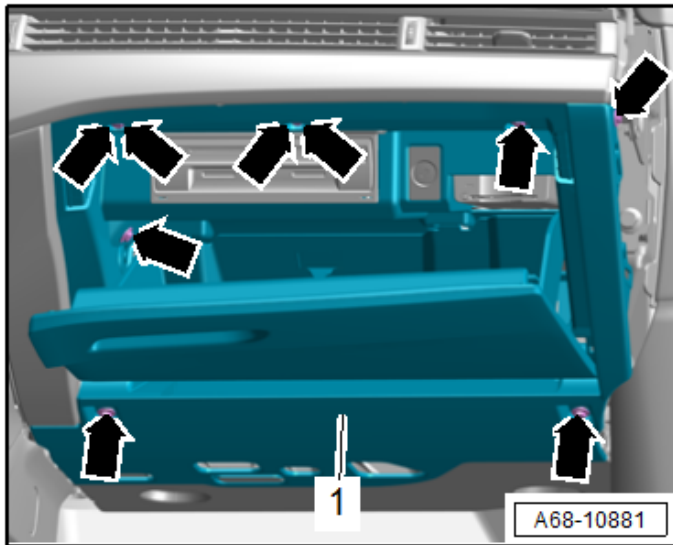
Points on the grip eyelets of the -T10057- face outward.

- Pull the CD Changer out and disconnect the connectors.
- Insert the -VAS6223/9- onto the MOST bus connector.
- Press the locking latches on the CD Changer to remove the -T10057-.



Remove passenger instrument panel side cover:

- Switch off ignition; wait 10 seconds and then remove ignition key from vehicle.
- Pry the instrument panel side cover <1> off using the Trim Removal Wedge -3409- <arrow> and remove it.



Remove the glove compartment:

⚠ CAUTION

- The ignition must be switched off and key removed from vehicle before disconnecting an airbag connector.
- Support the glove compartment when removing the bolts.
- The glove compartment could drop unexpectedly if not supported, resulting in damage to glove compartment components.

- Open glove compartment and remove bolts <arrows>.
- Remove glove compartment <1> just far enough until it is possible to disconnect the connector from the central connector.

⚠ WARNING FOR VEHICLES WITH KNEE AIRBAG

Risk of injury due to involuntary deployment.

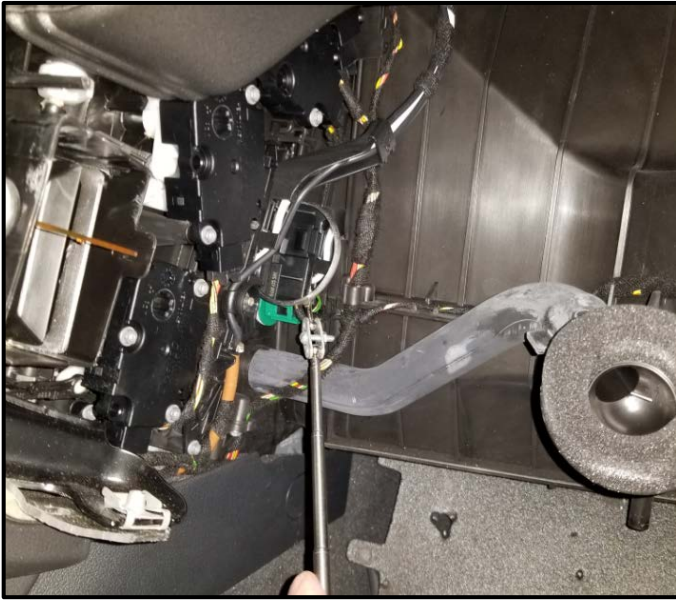
Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. For example, this can be done by briefly touching the door striker.

- Disconnect the knee airbag electrical connector.
 - Release the connector lock with a small screwdriver.
 - Remove the connector <A> using needle nose pliers.
- Remove the glove compartment.
- Proceed to Section C.

ⓘ NOTE

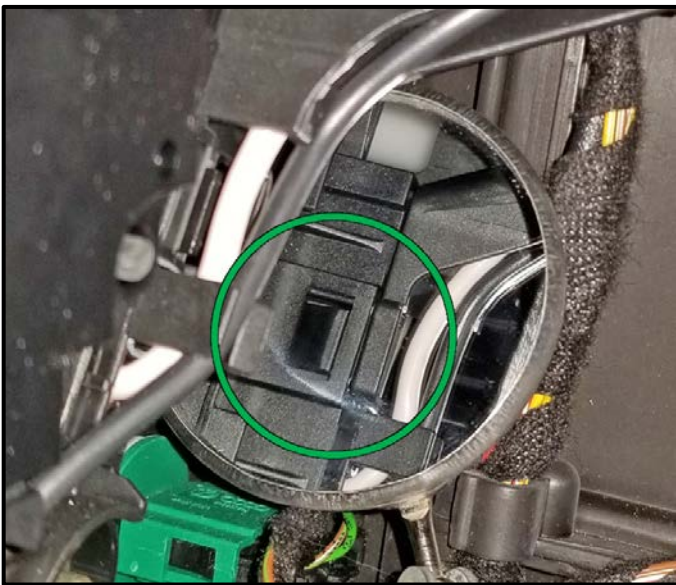
- Contrary to what is stated in the repair manual, the battery does not need to be disconnected when disconnecting the airbag connector.
- Glove compartment bolt location may vary based on model.

Section C – Auxiliary Heater Element -Z35- Connector Inspection

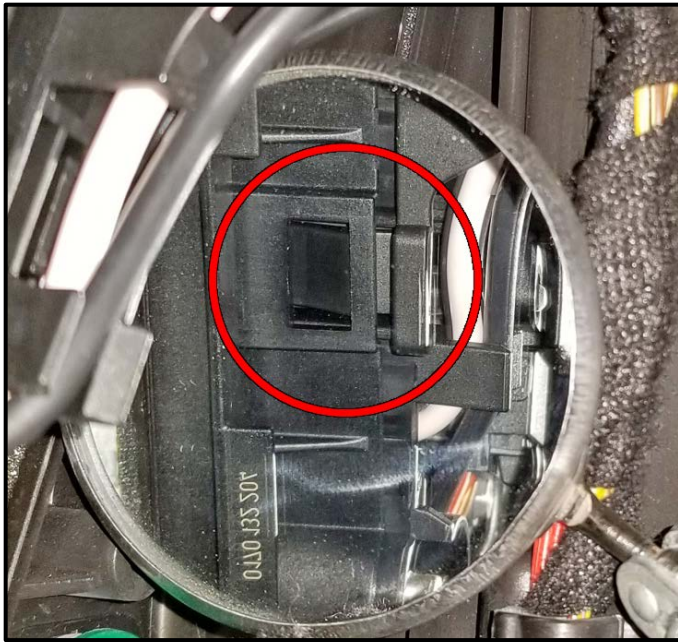


Inspect -Z35- connector:

- Using a mirror, inspect the condition of the connector locking tab.



- If the locking tab is fully engaged <circle>:
 - Proceed to Section E (Vehicle Reassembly)



- If the locking tab is not engaged <circle>:
 - Take a photo of the connector which clearly shows it is not fully engaged.

IMPORTANT PARTS INFORMATION

The Auxiliary Heater Element -Z35- and the connector housing are on technical block. An ATA WEB Ticket must be created to order the parts.

- Proceed to Section D (Auxiliary Heater Element -Z35- Replacement)

Section D – Auxiliary Heater Element -Z35- Replacement

Required Parts

- When replacing the Auxiliary Heater Element -Z35-, an ATA WEB ticket <arrow> must be created to order the auxiliary heater and connector housing.

- When creating the WEB ticket, be sure to enter a contact phone number at the bottom of the Technician's Questionnaire.

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
4G	1	4G0.819.011.A	Auxiliary heater
	1	4G0.972.723	Connector housing
	2	000.979.308.E	Wire (from VAS1978B kit)
	3	000.979.943	Butt connector (from VAS1978B kit)

NOTE

The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools

	<p>Wiring Harness Repair Set -VAS1978B-</p>	<p>Crimping pliers VAS1978/1-2 with head VAS1978/2A and hot air blower VAS1978/14A will be required from the VAS1978B kit.</p>
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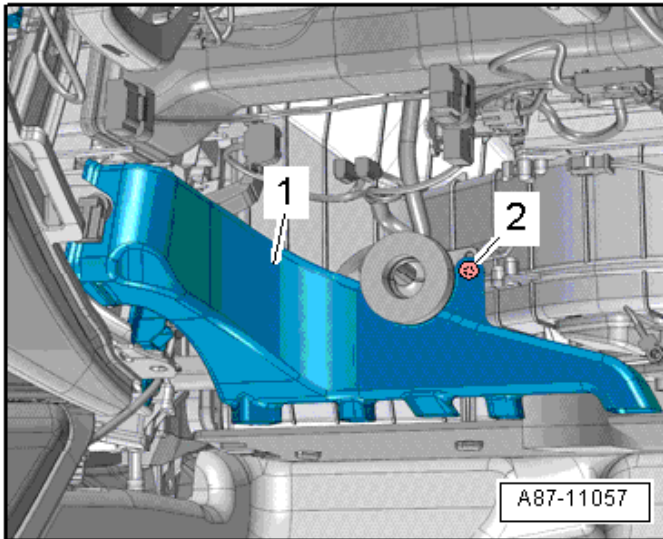


-Z35- replacement overview:

- If the -Z35- requires replacement, the connector housing and wires must also be replaced.
- When removing the -Z35-, the connector housing must not be disturbed. It must be in the same position as it was found. The parts will be requested back for analysis.
- Refer to ELSA repair manual for detailed information on wiring repairs: *Repair manual > Electrical System > Electrical Equipment General Information > 97 Wiring > Wiring Harness and Connector Repairs.*

! NOTE

The battery does not need to be disconnected as long as the wires are cut one at a time and the ignition is shut off.



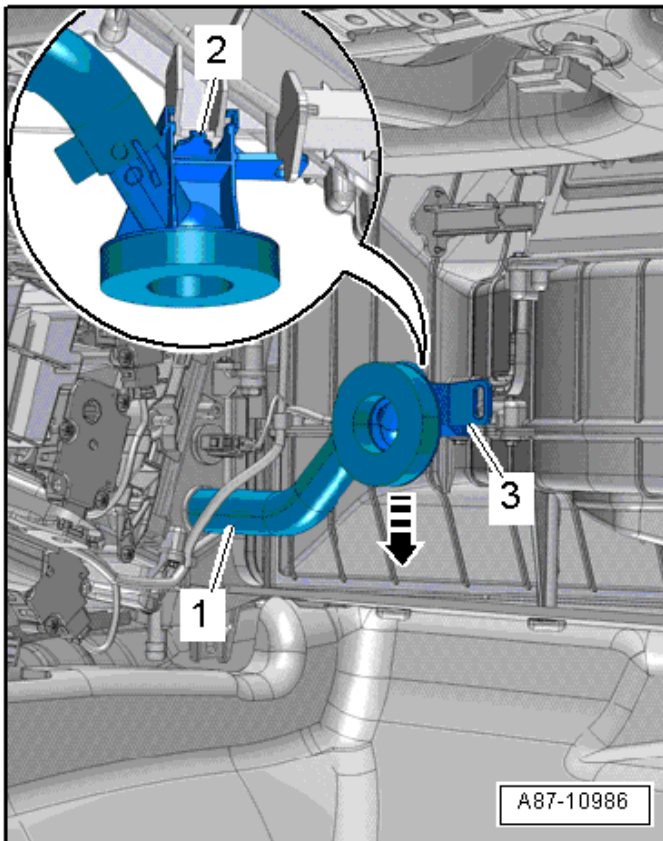
Remove passenger side footwell vent:

- Remove the bolt <2>.
- Remove the footwell vent <1>.



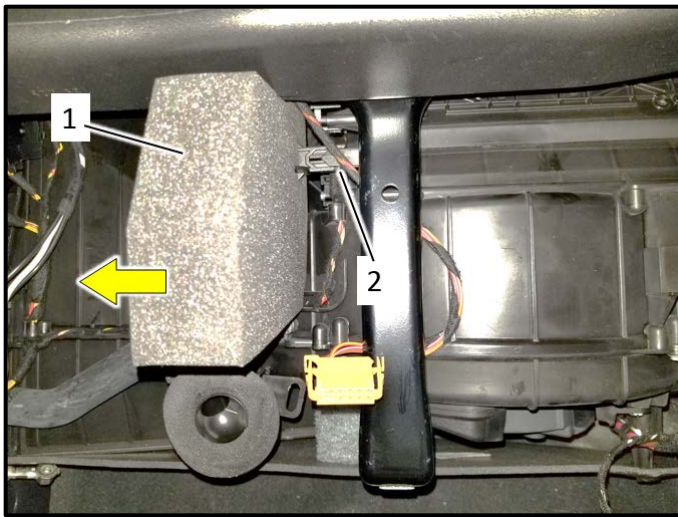
Prepare -Z35- for removal:

- Make a mark on one of the black wires <arrow> so the position of all three wires can be identified.
- Cut the wires to the -Z35- one at a time in the area shown.
- The marked black wire should be cut so the mark remains on both sections of wire (harness side and connector side).



Disconnect glove box air guide from blower motor housing:

- Release the securing tab <2> and remove the air duct <3> downward out of the mount <arrow>.
- Disconnect the air duct hose <1> from the connection.

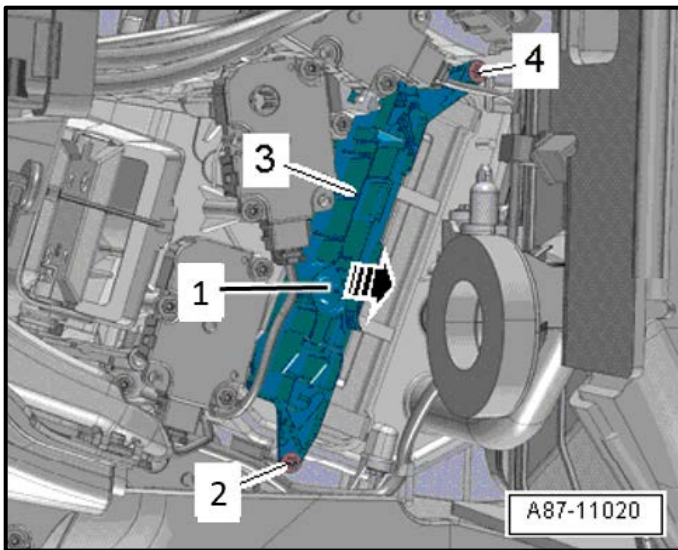


Remove acoustic foam:

- Unlock retainer <2> and remove foam pad <1> in direction of <arrow>.

NOTE

The acoustic foam MUST be removed to ensure the -Z35- heater element can be removed without disturbing the connector housing connection.



-Z35- removal:

- Remove ground cable <1>.
- Remove bolts <2 and 4>.
- Ensure the connector housing is not moved and slide the -Z35- <3> out of the distribution housing.

WARNING

Risk of burns.

- If the Auxiliary Heater Heating Element -Z35- was in operation before being removed, it may still be hot.
- Do not touch the hot radiating surface of the Auxiliary Heater Heating Element -Z35-.

TIP

A distribution housing flap motor connector may have to be disconnected in order to remove the -Z35-.



Prepare removed -Z35- for return:

- Wait for -Z35- to cool.
- To ensure that the connector housing remains secured during transport, the connector and the heater element must be held together using adhesive fabric tape.

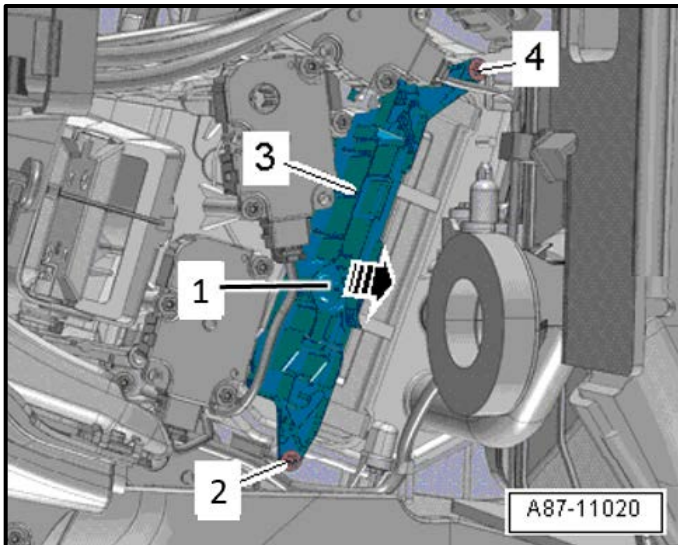


Install new connector housing with new wires:

- Reference previously made mark on the black wire and ensure the wires are installed in the correct location in the connector housing.
- Ensure the length of wires is staggered.
- Match the wire staggering on the wires in the vehicle.
- Strip approximately 5 mm of wire sheathing away from wire.
- Install butt connectors onto wires and crimp using crimping pliers from VAS1978B kit (VAS1978/1-2 with VAS1978/2A).

Part Number	Part Description
4G0.972.723	Connector Housing (x1)
000.979.308.E	Wire (x2)
000.979.943	Butt connector (x3)

- Heat shrink butt connectors with hot air blower from VAS1978B kit (or equivalent).
- Wrap repaired wires with yellow electrical tape.



Install new -Z35-:

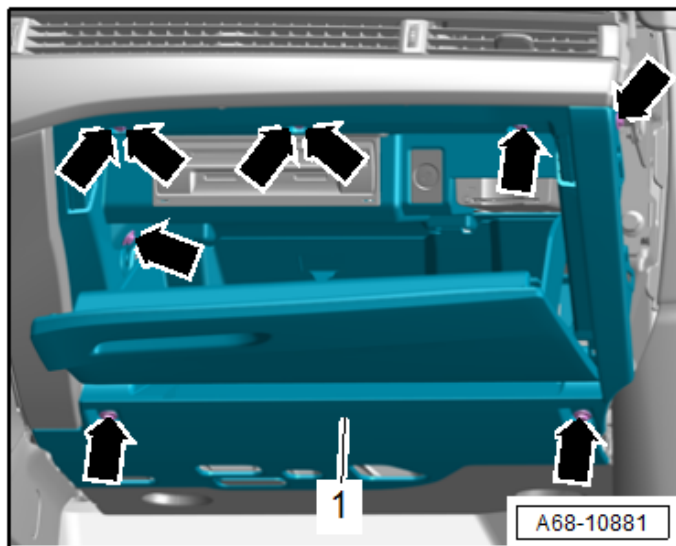
- Install new -Z35- <3> into distribution housing.

Part Number	Part Description
4G0.819.011.A	Auxiliary Heater

- Install bolts <2 and 4> and torque to 2 Nm.
- Connect connector to -Z35-.
- Install ground cable <1> and torque nut to 9 Nm.
- Connect any distribution housing motor connectors that may have been disconnected.
- Reinstall acoustic foam pad.
- Reconnect air guide for glove box.
- Install footwell vent and torque bolt to 2 Nm.

Proceed to Section E (Vehicle Reassembly).

Section E – Vehicle Reassembly



Reinstall glove compartment:

- Installation is the reverse of removal.
- Reconnect knee airbag connector (if equipped) and lock connector.
- Torque fasteners to 3 Nm.

⚠ WARNING FOR VEHICLES WITH KNEE AIRBAG

Risk of injury due to involuntary deployment.

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. For example, this can be done by briefly touching the door striker.

- Connector and install CD Changer (if equipped).
- Install instrument panel side cover.

Proceed to Section F.

Section F – 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 G.**

Section G - Parts Return/Disposal

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.