



Technical Service Bulletin

21C5 UPDATE - Replace Coolant Supply Line (NVLW)

21 12 07 2020953/5 February 14, 2012. Supersedes Technical Service Bulletin Group 21 number 11 - 04 dated July 13, 2011 for reasons listed below.

| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
|----------|------|-----------------|----------------------------|
| A4 | 2009 | 063589 – 240043 | Not Applicable |

Condition

| REVISION HISTORY | | |
|------------------|------------|---|
| Revision | Date | Purpose |
| 5 | - | Revised <i>Condition</i> |
| 4 | 7/13/2011 | Revised header data (Title change) |
| 3 | 1/15/2010 | Revised <i>Required Parts and Tools</i> |
| 2 | 1/13/2010 | Revised <i>Service</i> (Steps 5 and 6) |
| 1 | 12/17/2009 | Original publication |

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

It is possible that the coolant supply line at the turbocharger may leak on Audi vehicles with 2.0L TFSI engines built within a specific period.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 21C5 code in the ElsaWeb Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

Production Solution

Service

1. Remove wheel spoiler (Figure 1, 1).

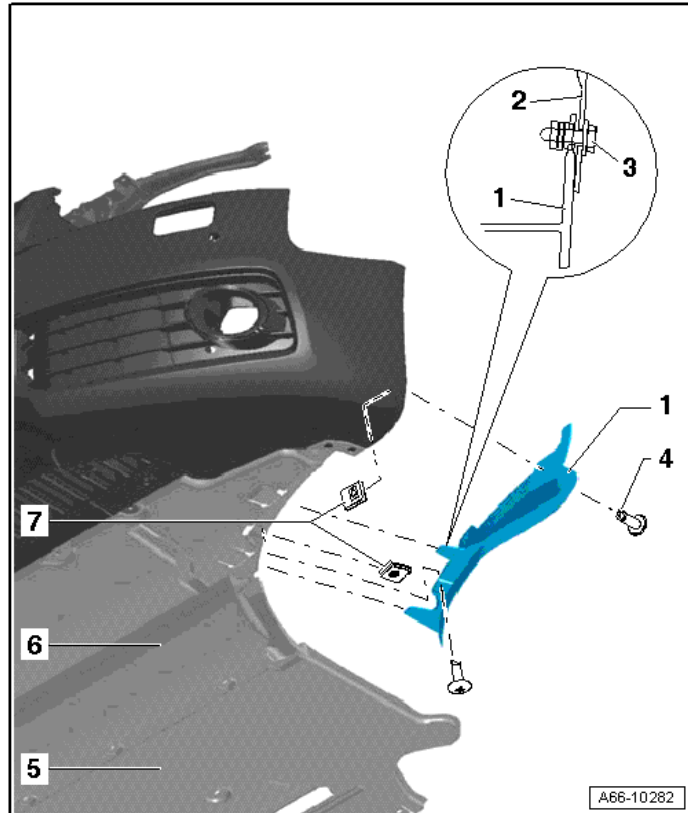


Figure 1. The wheel spoiler (1).

2. Remove front noise insulation (Figure 2, 1).

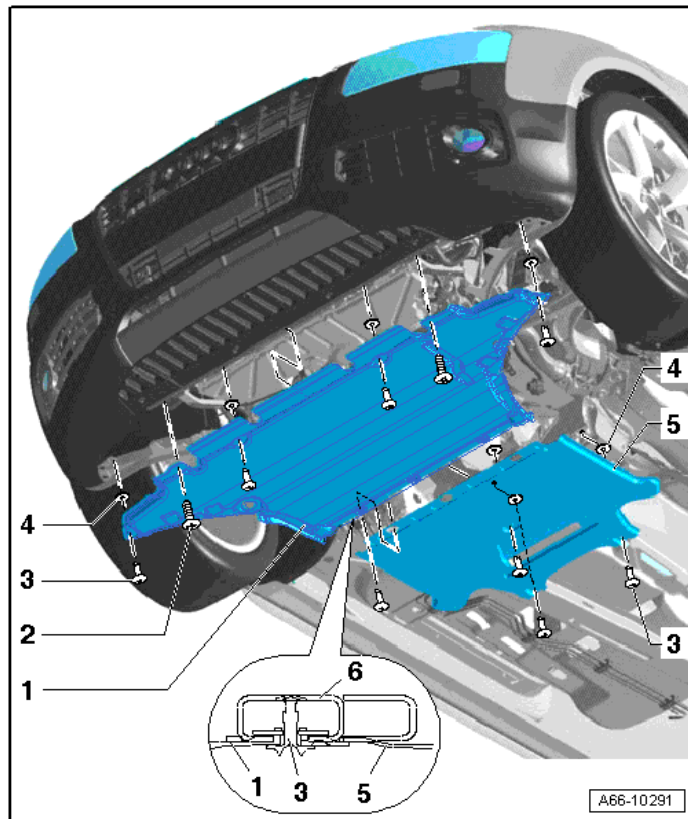


Figure 2. Front noise insulation (1).

3. Drain cooling system. See *Workshop Manual* >> 4-cylinder direct petrol injection engine (1.8 ltr., 2.0 ltr. 4-valve turbo) >> Repair group 19 >> Cooling >> Draining and filling cooling system.

4. For greater access to the coolant supply line:
 - a. Remove turbocharger air recirculation valve N249 (Figure 3, 10).
Tightening torque for bolt (Figure 3, 11): 9 Nm.
 - b. Detach charge air pressure hose from connection (Figure 3, 14).

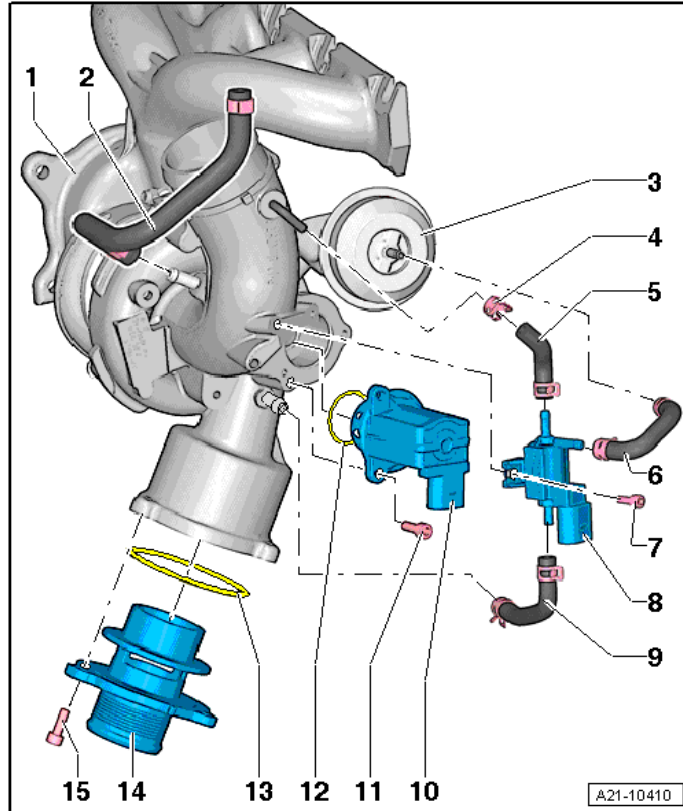


Figure 3. The turbocharger air recirculation valve N249 (10), bolt (11), and connection (14).

5. Remove coolant supply line (Figure 4, 13), including seals (Figure 4, points 8 and 12).

Save the heat shield from the old coolant supply line.

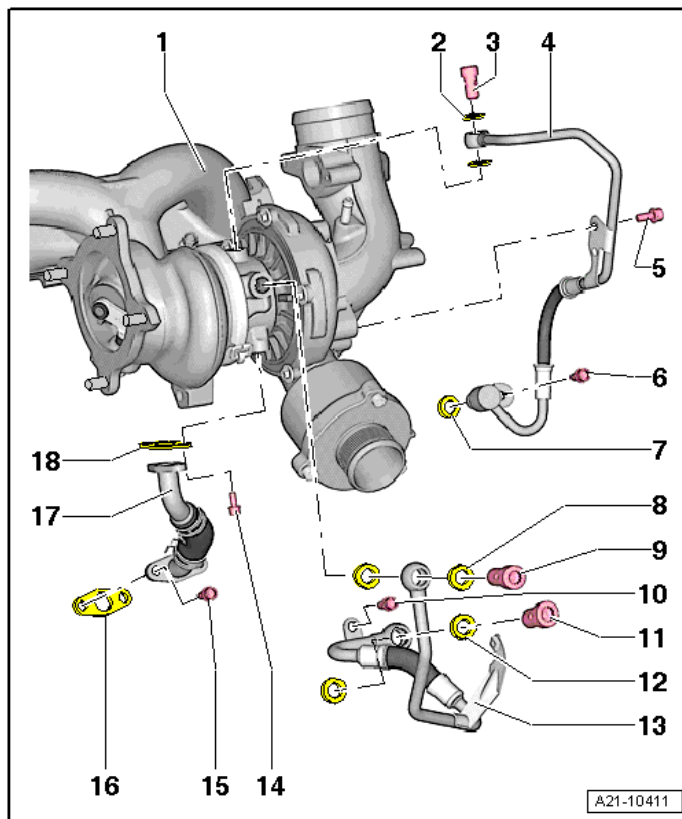


Figure 4. The seals (8, 12), bolts (9-11), and coolant supply line (13).

6. Replace coolant supply line (Figure 4, 13), including seals (Figure 4, points 8 and 12).
Transfer the heat shield from the old coolant supply line to the new coolant supply line.



Note:

Without the heat shield, the new hose can be damaged due to excessive heat exposure.

Tightening torques:

- Bolt (Figure 4, 9): 20 Nm + 45°.
- Bolt (Figure 4, 10): 9 Nm.
- Bolt (Figure 4, 11): 20 Nm + 45°.

7. Refill cooling system.

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Warranty

| | | | |
|--|--|-------------------------------|-----------|
| Update Technical Bulletin Time Requirements/ Reimbursement | To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will only be paid for vehicles that show the 21C5 code in the ElsaWeb Campaign/Action Information screen on the day of repair. | | |
| 21C5 Saga Claim Entry Procedure | | | |
| Check ElsaWeb to determine whether the 21C5 campaign is open. | | | |
| Service No.: 21C5 | | | |
| Damage Code: 0066 | | | |
| Parts Manufacturer - Removed part: 002 | | | |
| Claim Type | | | |
| Sold vehicle = 7 10 | | | |
| Unsold vehicle = 7 90 | | | |
| Saga Accounting Instructions | | | |
| Criteria ID | Repair operation | Labor Operation Number | TU |
| 8K | Replace coolant line | 2135 5599 | 150 |
| There is no reimbursement for vehicle wash or loaner vehicle. | | | |
| If the vehicle is outside of the specified warranty period, the customer has the option to pay for the repair. | | | |
| <i>If the customer agrees to pay for the repair:</i> | | | |
| Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date. | | | |
| <i>If the customer does not agree to pay for the repair:</i> | | | |
| Fax the information to (248) 754-5093 and provide VIN, applicable Service Number, Customer Info, Dealer Number and Date. | | | |

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





Required Parts and Tools

| Part Number | Part Description | Quantity |
|---------------|----------------------------|----------|
| 06H 121 497 B | Coolant supply line | 1 |
| N 013 814 9 | Seal | 4 |
| G 012 A8G M1 | Coolant - Only for billing | 2 |

- Destroy and properly dispose of removed parts in accordance with local, state and federal/provincial environmental regulations.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 21C5 code open in ElsaWeb. Your order will be reviewed and processed accordingly.

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| Tools | |
|------------------------------------|--|
| Torque wrench 4 - 20 Nm V.A.G 1410 |  |
| 10 mm Socket |  |
| Multi-point bit M-12 |  |
| 10 mm universal-joint socket |  |

Additional Information

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