

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.**



Service Action

Code: 17F2

**Subject: 2013 MY Audi S6, S7, A8 and S8 with 4.0L Engine
Oil Filter Bypass Valve**

February 03, 2015

Problem Description

The oil filter bypass valve on certain 2013 model year Audi 4.0L vehicles may not be present or may have been incorrectly installed during production.

Corrective Action

Inspect and, if necessary, replace/install oil filter bypass valve.

Affected Vehicles

U.S.A. and CANADA:

2013 MY Audi S6, S7, A8 & S8 with 4.0L 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 February 03, 2015, 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 February 03, 2015 the customer mailing will take place. A sample copy of the owner letter is enclosed.

Service Action Expiration Date

- This service action will be available for customers free of charge **only until February 28, 2017**. *Vehicles repaired under this action must have this service completed on or before February 28, 2017 to be eligible for payment.*
- **Inspections/repairs performed after February 28, 2017 will not be eligible for payment.** *Dealers should keep this expiration date in mind when scheduling customers for this action.*
- If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

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.: 17F2
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **002**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 4G or 4H

Inspect oil filter valve; Valve is **installed correctly**

Repair operation: 1733 01 99 70 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	079 198 405 D	Oil filter element with seals**
Up to 7.00 OR	G 052 167 S0 OR	Engine Oil (Castrol Dealers and Canada) OR
Up to 0.70 and \$3.40	ZVP000540*	Engine Oil (Non-Castrol Dealers) *Entered in Outside Material

**** Causal Indicator: Mark Oil filter element with seals as causal part**

-OR-

Inspect oil filter valve; Valve is **installed incorrectly**; Replace valve

Repair operation: 1733 55 99 80 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	079 198 405 D	Oil filter element with seals**
1.00	079 103 765 A	Oil filter bypass valve
Up to 7.00 OR	G 052 167 S0 OR	Engine Oil (Castrol Dealers and Canada) OR
Up to 0.70 and \$3.40	ZVP000540*	Engine Oil (Non-Castrol Dealers) *Entered in Outside Material

**** Causal Indicator: Mark Oil filter element with seals as causal part**

-Continued on next page-

-OR-

Inspect oil filter valve; Valve is **missing**; Install valve

Repair operation: **1733 23 99** 80 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	079 198 405 D	Oil filter element with seals**
1.00	079 103 765 A	Oil filter bypass valve
Up to 7.00 OR Up to 0.70 and \$3.40	G 052 167 S0 OR ZVP000540*	Engine Oil (Castrol Dealers and Canada) OR Engine Oil (Non-Castrol Dealers) <i>*Entered in Outside Material</i>

**** Causal Indicator: Mark Oil filter element with seals 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.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 17F2 – Oil Filter Bypass Valve
2013 Model Year Audi S6, S7, A8 & S8 with 4.0L Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2013 model year Audi S6, S7, A8 & S8 4.0L engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The oil filter bypass valve may not be present or may have been incorrectly installed during production.

What will we do? Your authorized Audi dealer will inspect and, if necessary, replace/install the oil filter bypass valve. This work will take about two hours to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. 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.

This service action will be available for you **free of charge only until February 28, 2017**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please 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 (17F2)
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.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. 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: Service Action 17F2 – Oil Filter Bypass Valve
2013 Model Year Audi S6, S7, A8 & S8 with 4.0L Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2013 model year Audi S6, S7, A8 & S8 4.0L engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The oil filter bypass valve may not be present or may have been incorrectly installed during production.

What will we do? Your authorized Audi dealer will inspect and, if necessary, replace/install the oil filter bypass valve. This work will take about two hours to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. 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.

This service action will be available for you **free of charge only until February 28, 2017**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please 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 Canada
Attn: Customer Relations (17F2)
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 vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

Required Tools:



- SET950



- Used oil collection unit



- Hook -3438-

Required Parts:

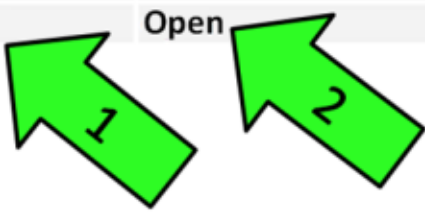
<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	079198405D	Oil filter element with seals
1.00 (if required)	079103765A	Oil filter bypass valve
QTY varies per repair	G 052 167 S0 OR ZVP 000 540	Engine Oil (Castrol Dealers and Canada) Engine Oil (Non-Castrol Dealers)

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. ©2015 Audi of America, Inc. and Audi Canada. All Rights Reserved.

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



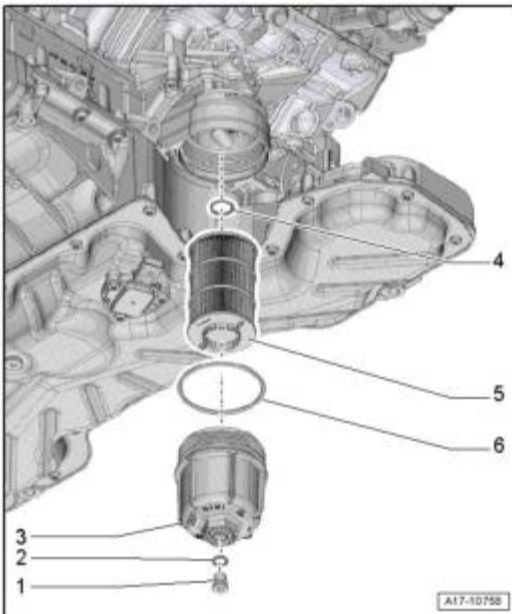
Tip: On the date of repair, print this screen and keep a copy with the repair order

- ⇐ 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 – Inspect Oil Bypass Valve and replace if required

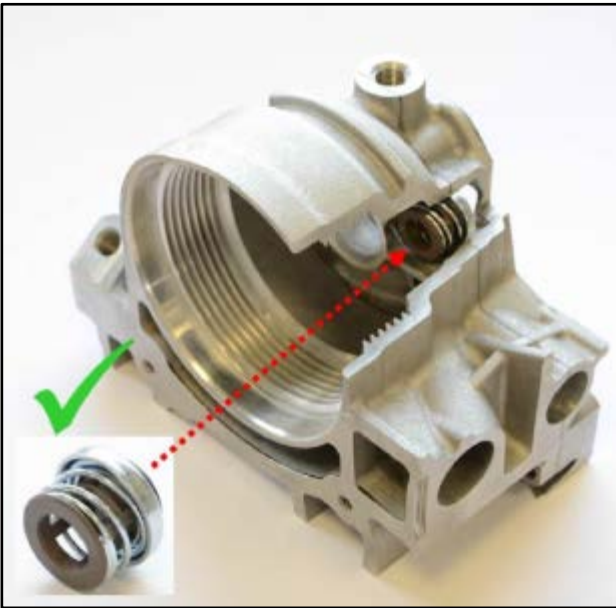
- Remove the front noise insulation.
 - ⇐ Place used oil collection unit under the oil filter housing <3>.
 - ⇐ Remove the drain plug <1> and drain engine oil.





Installed Correctly

- Inspect oil filter bypass valve:
⇐ **Installed Correctly:** The black plastic <arrow> is present in the oil filter chamber.
Continue to Section E

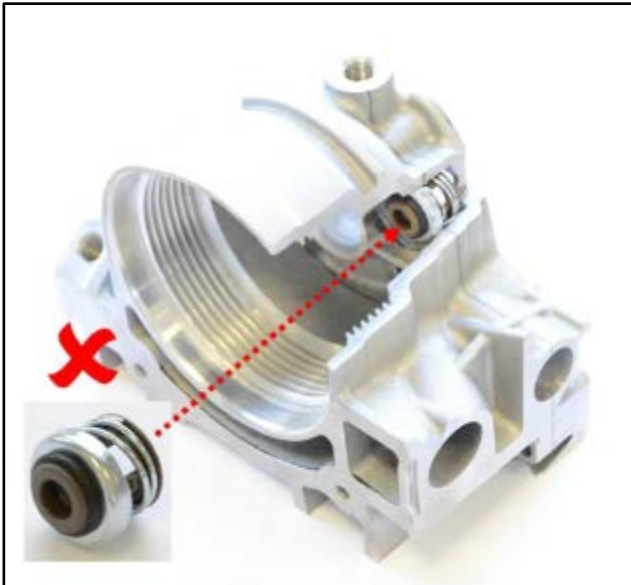


Cutaway showing the correct installation



⇐ **Installed Incorrectly:** The silver metal collar <arrow> is visible in the oil filter chamber.
Continue to Section C

Installed Incorrectly



Cutaway showing incorrect installation



Valve Missing

⇐ **Valve Not Installed:** Valve is not present in the oil filter chamber <arrow>. **Continue to Section D**

Section C – Remove incorrectly installed valve and install new valve



⇐ Remove the oil filter bypass valve by pushing screwdriver through the middle of the valve and use hook -3438- to pull the valve out. <arrow>



⇐ Place new bypass valve in assembly tool -SET950- as shown in picture.



⇐ Install new bypass valve by gently striking tool handle until the valve makes contact with stop <arrow>.

Continue to Section E

Section D –Install new bypass valve



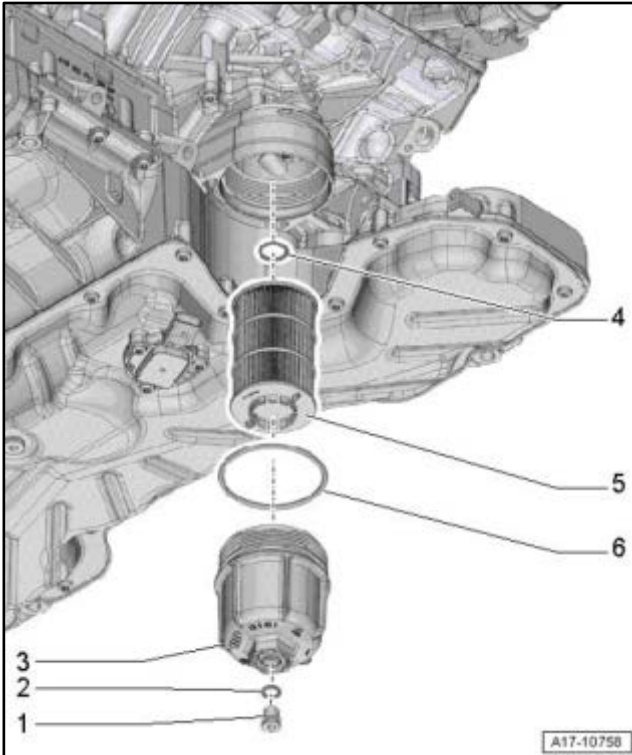
⇐ Place new bypass valve in assembly tool -SET950- as shown in picture.



⇐ Install new bypass valve by gently striking tool handle until the valve makes contact with stop <arrow>.

Continue to Section E

Section E – Install new seals and oil filter



- ⇐ Install new seals <2> and <6>.
- ⇐ Install new filter <5> into filter housing <3>.
- ⇐ Tighten filter housing <3> to 25 Nm.
- ⇐ Tighten drain plug <1> to 4 Nm.
- Top up engine oil as required.

! Note: Oil level must be checked with service dipstick -T40178-.

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

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



Audi

Frequently Asked Questions (FAQ) Service Action 17F2

SUMMARY

Campaign Code: 17F2

Affected Vehicles: 2013 MY Audi S6, S7, A8 and S8 with 4.0L engine

Problem Description: The oil filter bypass valve may not be present or may have been incorrectly installed during production.

Corrective Action: Inspect and, if necessary, replace/install the oil filter bypass valve

Can I continue to drive my vehicle until it is repaired?

As with any service action, to help prevent problems from occurring in the future, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay.

Is a loaner vehicle or towing assistance being covered under this action?

Due to the nature of this campaign, it is unlikely a customer will request a loaner vehicle or towing assistance. In the event this request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current AIM report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Audi, and is not something that a dealership would address. Customers can also contact Audi Customer Experience/Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

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.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

FOR USA ONLY:

audiusa.com VIN Lookup Tool Visibility / NHTSA safecar.gov VIN Lookup Tool Visibility

On or about **February 03, 2015**, the campaign code will appear for affected vehicles in the audiusa.com VIN lookup tool. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign, by visiting the **Recall/Service Campaign Lookup** tool at www.audiusa.com and entering the Vehicle Identification Number (VIN).

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.