



# Emissions Service Action

## Code: 17F9

<b>Subject</b>	<b>Crankcase Pressure Regulating Valve</b>
<b>Release Date</b>	November 10, 2015
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2011-2014 MY Audi Vehicles with 2.0L TFSI Engine</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged.
<b>Corrective Action</b>	Inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve.
<b>Parts Information</b>	Parts allocation will take place prior to customer notification via Targeted Allocation. See the Campaign Data Sheet for information about Completion Factor/Replacement Rate for targeted allocation calculations. If additional parts are needed for critical cases, please contact the Parts Specialists at 800-767-6552
<b>Code Visibility</b>	On or about November 10, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web/AIM). A list will not be posted for dealers who do not have any affected vehicles. On or about November 10, 2015, this campaign code will show open on affected vehicles in Elsa. On or about November 10, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Owner Notification</b>	Owner notification will take place on or about November 20, 2015. Owner letter examples are included in this bulletin for your reference.
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAW). Order certificates online via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a> .
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b> Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> . Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a>.</i>

### 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.

<b>Service Number</b>	17F9						
<b>Damage Code</b>	0099						
<b>Parts Vendor Code</b>	002						
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90						
<b>Causal Indicator</b>	Mark repair kit as causal part						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action						
<b>Criteria I.D.</b>	20						
	<p>Inspect vehicle - Check 20 mbar valve present, no further work required  Labor operation:      0183 00 99                  20 T.U.  -OR-  Inspect vehicle - Check 20 mbar valve <b>not present</b>; Install repair kit.  Labor operation:      1726 41 99                  30 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>06H198542A</td> <td>Repair kit*</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	06H198542A	Repair kit*
Quantity	Part Number	Description					
1.00	06H198542A	Repair kit*					

## Customer Letter Example (USA-49 States)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 17F9 – Crankcase Pressure Regulating Valve  
Certain 2011-2014 Model Year Audi Vehicles with 2.0L TFSI Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2011-2014 model year Audi vehicles with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged. If this happens, your vehicle may not pass an IM (emissions) inspection.

**What will we do?** Your authorized Audi dealer will inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve. This work will take less than an hour to complete and will be performed for you free of charge. 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?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service.

**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 (17F9)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-253-2834  
[www.audiusa.com](http://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](http://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 (United States – California)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 17F9 – Crankcase Pressure Regulating Valve  
Certain 2011-2014 Model Year Audi Vehicles with 2.0L TFSI Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2011-2014 model year Audi vehicles with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged. If this happens, your vehicle may not pass an IM (emissions) inspection.
- What will we do?** Your authorized Audi dealer will inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve. This work will take less than an hour to complete and will be performed for you free of charge. 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?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service.
- 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.
- Important information for California Vehicle Owners – California Regulations** California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**
- 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 (17F9)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-253-2834  
[www.audiusa.com](http://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](http://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)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 17F9 – Crankcase Pressure Regulating Valve  
Certain 2011-2014 Model Year Audi Vehicles with 2.0L TFSI Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Audi has determined that a defect, which relates to a prescribed emission standard, exists in certain 2011-2014 model year Audi vehicles with a 2.0L TFSI engine. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged. If this happens, your vehicle may not pass an IM (emissions) inspection.
- What will we do?** Your authorized Audi dealer will inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve. This work will take less than an hour to complete and will be performed for you free of charge. 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?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. On or about November 10, 2015 the necessary repair instructions and parts will be available to your authorized Audi dealer.
- 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 (17F9)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-2834  
[www.audi.ca](http://www.audi.ca)

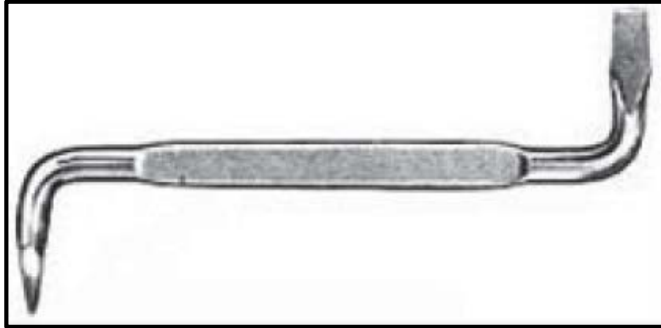
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

# Campaign Work Procedure

## Required Tools



- Angled screwdriver

## Work Procedure

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

**EXAMPLE**

Two green arrows point to the cells: Arrow 1 points to '01' and Arrow 2 points to 'Open'.

### **i** TIP

If Campaign Completion label is present, no further work is required.

### Section A – Check for Previous Repair

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

### **i** TIP

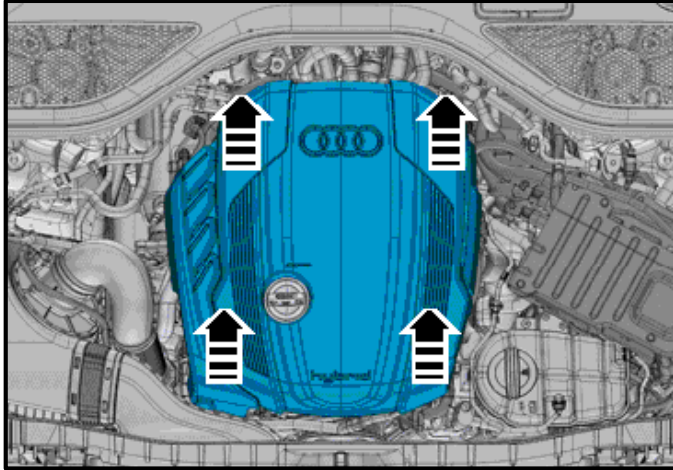
On the date of repair, print this screen and keep a copy with the repair order.


- 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

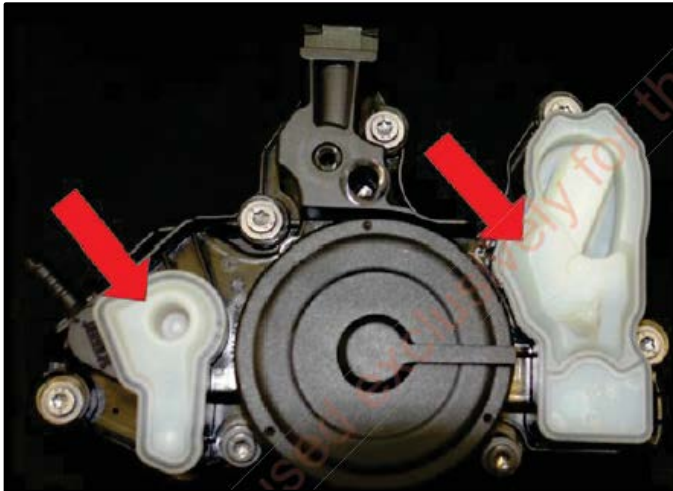
### Proceed to Section B

## Section B – Pressure Control Valve Inspection

- Switch the ignition off.
- Open the hood.
- Carefully remove engine cover from retaining pins. Do not remove the engine cover on one side or in a jerking manner.



 Note: Use caution when removing the engine cover. Damage to the engine cover is not covered under this action.

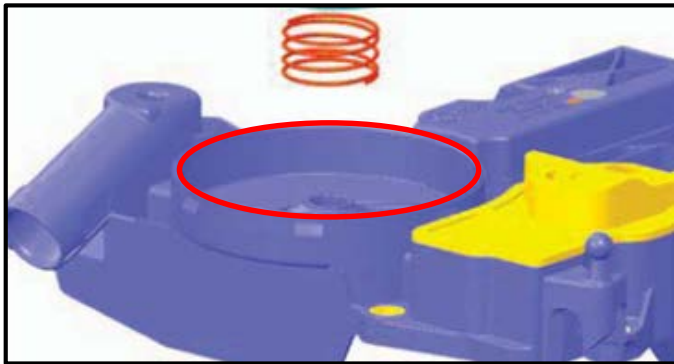


- Locate and inspect the pressure control valve.
  - If housing sections <arrows> are white or transparent, **Proceed to Section C**
  - If housing sections <arrows> are fully black, **Work Complete, Proceed to Section D**

### Section C – Install Repair Kit



- Carefully pry open the six retaining tabs on the cap of the pressure control valve with an angle screwdriver <arrow>



#### **⚠ CAUTION**

Do not pry up on diaphragm sealing surface <circle> as this will cause a potential leak.

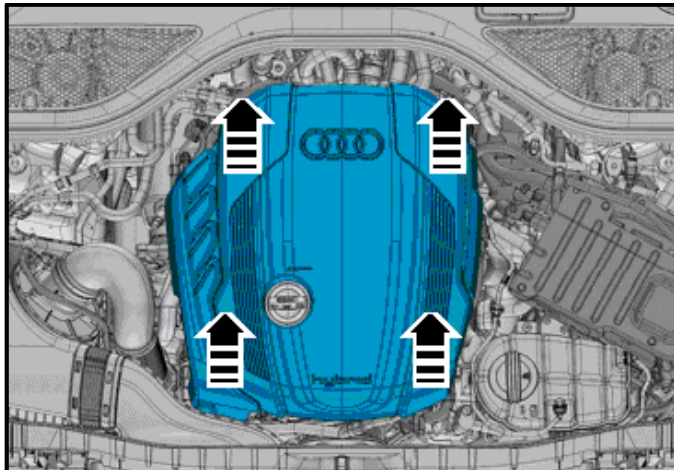


- If the last retaining tab <arrow> cannot be pried open or if this is not easy, turn the cap counter-clockwise.





- Install new spring, disk, diaphragm and cap as shown.
- Ensure cap is fully secured on all retaining clips.




- Reinstall the engine cover by positioning cover over oil filler tube and oil dipstick. Using both hands press the engine cover into the rubber sleeves.

**Continue to Section D**

### Section D – Campaign Completion Label

#### Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label.

 <b>TIP</b>
Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.

**Continue to Section E – Campaign Stamp**

## Section E – 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

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.

## California Only – Continue to Section F

### Section F – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS\_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.accessaudi.com](http://www.accessaudi.com).

#### TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV *only upon request*.

## ALL WORK IS COMPLETE



**Audi**

## Frequently Asked Questions (FAQ)

### SUMMARY

**Campaign Code:** 17F9

**Affected Vehicles:** Certain 2011-2014 MY Audi Vehicles with 2.0L TFSI Engine

**Problem Description:** On certain Audi vehicles with 2.0L TFSI engine, the diaphragm of the crankcase pressure regulating valve may have been damaged.

**Corrective Action:** Inspect and, if necessary, install a repair kit for the crankcase pressure regulating valve.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

**California Dealers:** When this repair is completed, you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU). Additionally, you must affix a Campaign Completion label to vehicle. See the campaign circular for additional information.

### What does the driver experience with this issue?

This issue will cause a vehicle to fail an IM (emissions) inspection.

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

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 OMD Web/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.

#### 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.

**What is the parts allocation plan for this action?**

The Targeted Allocation program will be used in support of this campaign.

- Parts allocation will take place prior to customer notification.
- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement rate for your calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

**FOR USA ONLY:**

**audiusa.com VIN Lookup Tool Visibility**

On or about **November 10, 2015**, the campaign code will appear for affected vehicles in the [audiusa.com](http://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](http://www.audiusa.com) and entering the Vehicle Identification Number (VIN).

**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.