



Audi

Service Action

Code: 61B8

Subject	Drain Valves
Release Date	April 6, 2016
Affected Vehicles	U.S.A. & CANADA: 2016 TT Roadster <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 drain valves for the soft top storage box may become obstructed by dirt or debris.
Corrective Action	Remove the drain valve from each drain hose.
Parts Information	Part removal only. No parts required.
Code Visibility	On or about April 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 April 6, 2016, this campaign code will show open on affected vehicles in Elsa. On or about April 6, 2016, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Owner Notification	Owner notification will take place on or about April 6, 2016. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2018 . Repairs must be performed on or before this date to be eligible for payment. 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.
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. <u>Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.</u>

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	61B8
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	Remove drain valve from driver and passenger side. Labor operation: 6101 22 99 140 T.U.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 61B8 - Drain Valves
2016 TT Roadster**

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 2016 TT Roadster vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On Audi TT Roadster vehicles manufactured within a specific period, the drain valves for the soft top storage box may become obstructed by dirt or debris.

What will we do? Your authorized Audi dealer will remove the drain valve from each hose. 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. 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.

This service action will be available for you **free of charge only until December 31, 2018**. 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.

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 (61B8)
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 61B8 - Drain Valves
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Dear Audi Owner,

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- What is the issue?** On Audi TT Roadster vehicles manufactured within a specific period, the drain valves for the soft top storage box may become obstructed by dirt or debris.
- What will we do?** Your authorized Audi dealer will remove the drain valve from each hose. 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.

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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 call or write to:

Audi Canada
Attn: Customer Relations (61B8)
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

ATTENTION!

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.

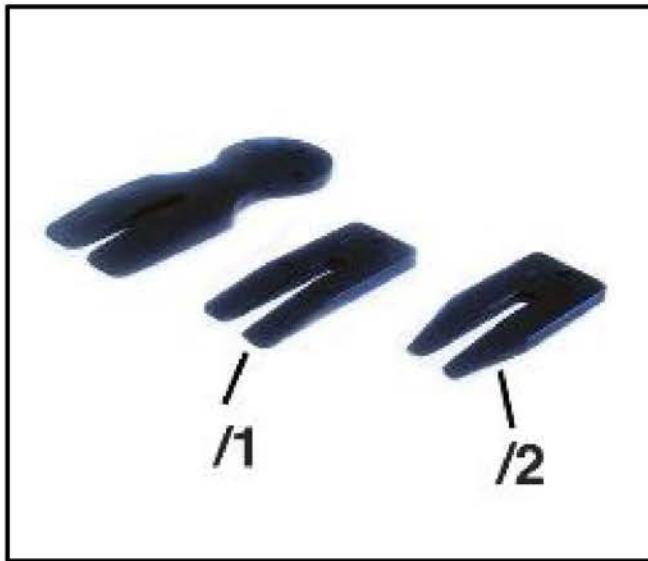
Required Tools



- Trim Removal Wedge or equivalent



- Pry Lever <80-200> or equivalent



- Wedge Set T10383 or equivalent

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 – Valve Removal

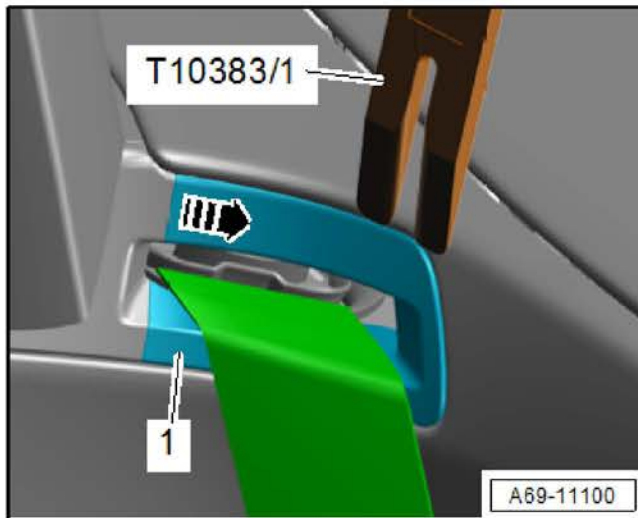
NOTE

When working in cold weather environments, it may be necessary to allow plastic trim pieces to warm before removing.

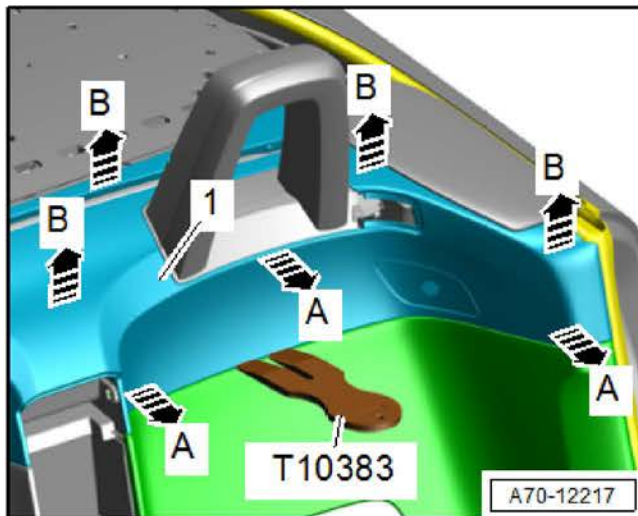
- Open the convertible top.
- Move the front seats into the most forward position.
- Position the backrest all the way toward the front.

TIP

Driver side is shown in the images. Passenger side process is identical.



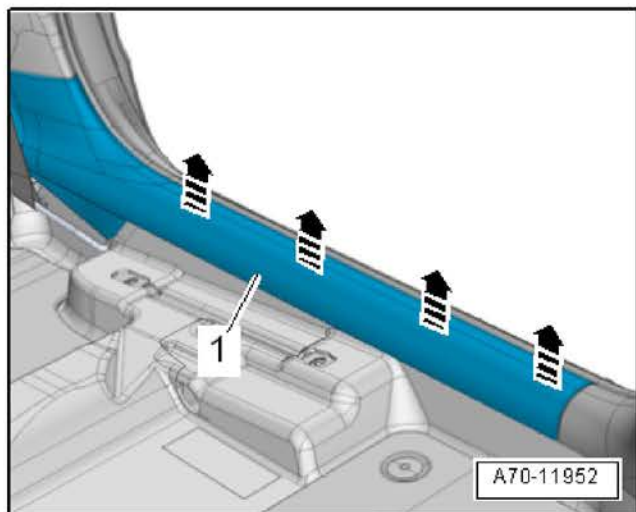
- Unclip the front driver side seat belt guides <1> from the rear panel cover using Wedge Set <T10383/1>.
- Remove the seat belt guide outward in the direction of the <arrow> out of the rollover protection trim panel.
- Repeat on the passenger side.



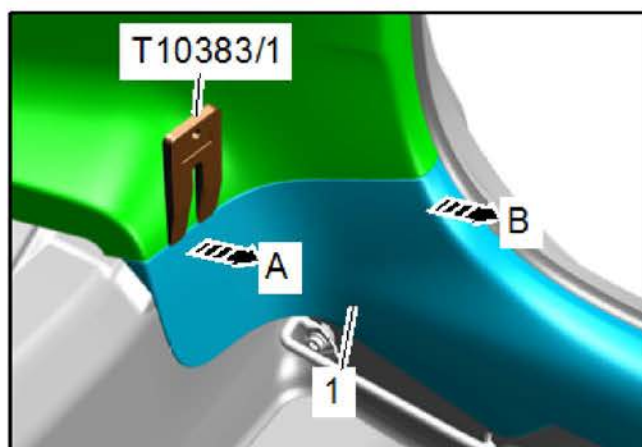
- Open the storage compartment.
- Unclip the rear panel cover <1> in the front area toward the front in direction of <arrows A> carefully along the seam using the Wedge Set <T10383>.
- Then unclip the rear panel cover upward from the body and from the wind deflector carrier in direction of <arrows B>.
- Perform same process on the passenger side.
- Remove the rear panel cover upward over both rollover supports.

NOTE

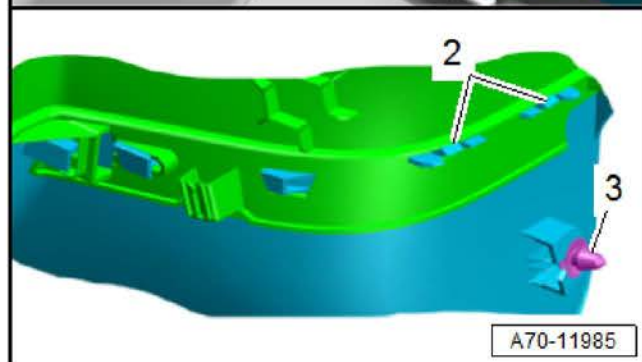
Seat belts are not removed during this procedure.



- Free up the sill panel in the area of the door seal.
- Unclip the front of the sill panel strip <1> using the Wedge Set <T10383> beginning from the side sill in direction of <arrows>.

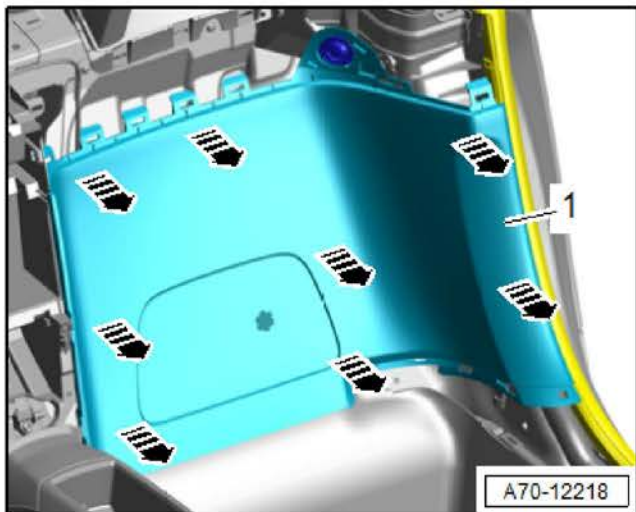


- Release the tabs <2> and the sill panel clip <3> with the Wedge Set <T10383/1> in direction of <arrow A>.
- Remove the sill panel <1> forward from the side trim panel in direction of <arrow B>.
- Remove the sill panel.
- Repeat on passenger side.

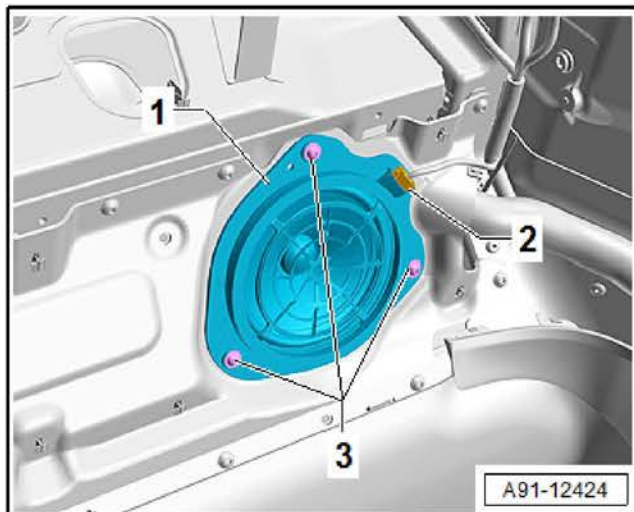




- Unclip the center rear panel trim panel <1> with the Wedge Set <T10383/1> in direction of <arrow> and remove.



- Open the storage compartment.
- Unclip the rear panel trim panel <1> from the rear panel in direction of <arrows> with the Pry Lever <80-200> beginning from the outer bottom.
- Pull the rear panel trim panel slightly toward the inside and disconnect the connector for the speaker.
- Repeat on passenger side.



- Remove the screws <3> and then remove the speaker from the rear panel.
- Repeat on passenger side.



- Detach the water drain hose at the floor panel.
- Gently compress the water drain hose <arrows> and pull it out upward.
- Repeat on passenger side.



- Pull valve insert out using pliers <arrow>.
- Repeat on passenger side.

- Reinstall the water drain hose in the floor panel on both driver and passenger side.
- Ensure water drain hose is securely reinstalled.
- Install speakers tightening screws to 3 Nm.

- Install rear panel trim panel on driver and passenger side.
- Install center rear panel trim panel.
- Install sill panel on driver and passenger side.
- Install rear panel cover.
- Install front seat belt guides on the driver and passenger sides.

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.

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

ALL WORK IS COMPLETE