



Date: October 5, 2016

To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager

From: Audi Customer Protection

Subject: Upcoming Service Action 80B8 – Coolant Shut-off Valve (N82)
USA: Certain 2011-2013 Model Year Audi A8 Vehicles
Canada: Certain 2010-2013 Model Year Audi A8 Vehicles

We would like to inform you of an upcoming Service Action. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Service Action
SAGA CODE	80B8
MARKET(S)	United States and Canada
AFFECTED VEHICLES	USA: Certain 2011-2013 Model Year Audi A8 Vehicles Canada: Certain 2010-2013 Model Year Audi A8 Vehicles
TOPIC	Coolant Shut-off Valve (N82)
PROBLEM DESCRIPTION	The coolant shut-off valve N82 may sporadically stick. If this happens, the heating output of the air conditioner will be reduced.
CORRECTIVE ACTION	Replace the coolant shut-off valve (N82).
CUSTOMER NOTIFICATION DATE	October 2016
ELSA/OMD Web VISIBILITY DATE	On or about October 6, 2016
TOTAL AFFECTED VEHICLE COUNT	USA: 9,324 CANADA: 462
APPROXIMATE REPAIR TIME	Up to 100 TU
SPECIAL TOOLS NEEDED?	SEE CAMPAIGN WORK PROCEDURE
PARTS REQUIRED	SEE CAMPAIGN WORK PROCEDURE
EXPIRATION DATE	December 31, 2018



Audi

Service Action

Code: 80B8

Subject	Coolant Shut-off Valve (N82)
Release Date	October 6, 2016
Affected Vehicles	U.S.A.: 2011-2013 MY Audi A8 CANADA: 2010-2013 MY Audi A8 <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 coolant shut-off valve N82 may sporadically stick. If this happens, the heating output of the air conditioner will be reduced.
Corrective Action	Replace the coolant shut-off valve (N82).
Parts Information	Parts will be allocated for dealer inventory only. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit requests for additional parts via email to upperorderlimits@audi.com .
Code Visibility	On or about October 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 October 6, 2016, this campaign code will show open on affected vehicles in Elsa. On or about October 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 in October 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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>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	80B8									
Damage Code	0099									
Parts Vendor Code	002									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark coolant shut-off valve as causal part*									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action									
Criteria I.D.	01 or 02									
	Replace coolant shut-off valve Labor operation: 8015 23 99 100 T.U.									
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>4H0121671D</td><td>Coolant Valve*</td></tr><tr><td>1.00</td><td>G 013A8JS0</td><td>Coolant Concentrate</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	4H0121671D	Coolant Valve*	1.00	G 013A8JS0	Coolant Concentrate
Quantity	Part Number	Description								
1.00	4H0121671D	Coolant Valve*								
1.00	G 013A8JS0	Coolant Concentrate								

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 80B8 – Coolant Shut-off Valve
Certain 2011-2013 Model Year Audi A8 Vehicles**

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 2011-2013 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On Audi A8 vehicles without auxiliary heating manufactured within a specific period, the coolant shut-off valve N82 may sporadically stick. If this happens, the heating output of the air conditioner will be reduced.

What will we do? Your authorized Audi dealer will replace the coolant shut-off 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. 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.

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).

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 80B8 – Coolant Shut-off Valve
Certain 2010-2013 Model Year Audi A8 Vehicles**

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 2010-2013 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? On Audi A8 vehicles without auxiliary heating manufactured within a specific period, the coolant shut-off valve N82 may sporadically stick. If this happens, the heating output of the air conditioner will be reduced.

What will we do? Your authorized Audi dealer will replace the coolant shut-off valve. This work will take about two hours to complete and will be performed for you free of charge.

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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 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 vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

NOTE

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 Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	4H0 121 671 D	Coolant Valve
01	0.1 ltr	G A13 A8J 1G	Coolant Concentrate

Required Tools



- Hose Clamps – Up To 25mm - 3094 (or equivalent)



- Hose Clip Pliers -VAS6362- (or equivalent)

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. ©2016 Audi of America, Inc. and Audi Canada. All Rights Reserved.



- Torque Wrench 2-10 Nm – VAG1783 (or equivalent)



- Torque Wrench 5-50 Nm – VAG1331 (or equivalent)



- Puller – Wiper Arm Kit – T10369

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.

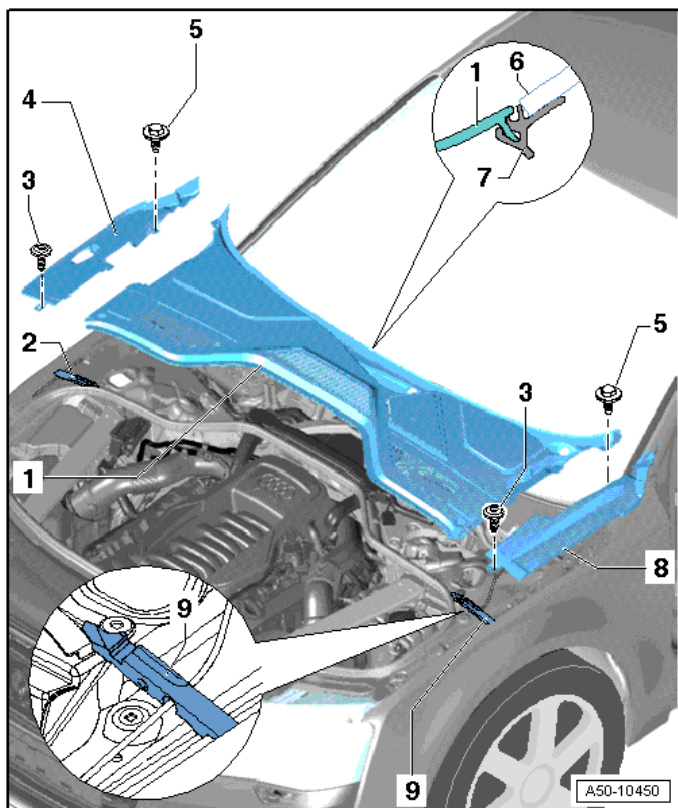
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.

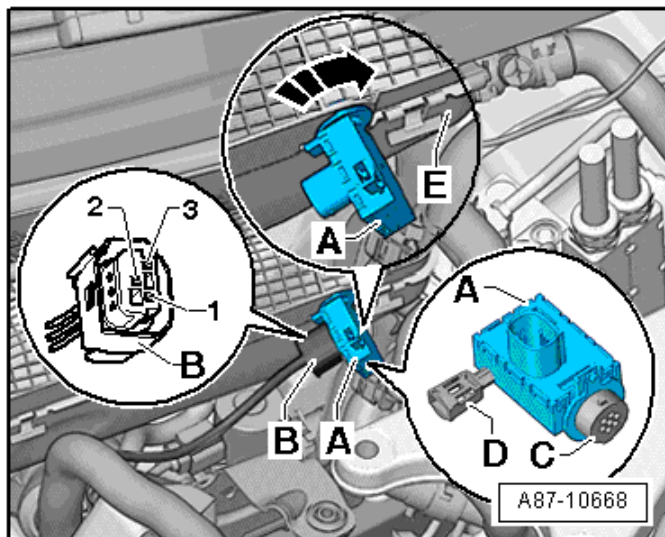


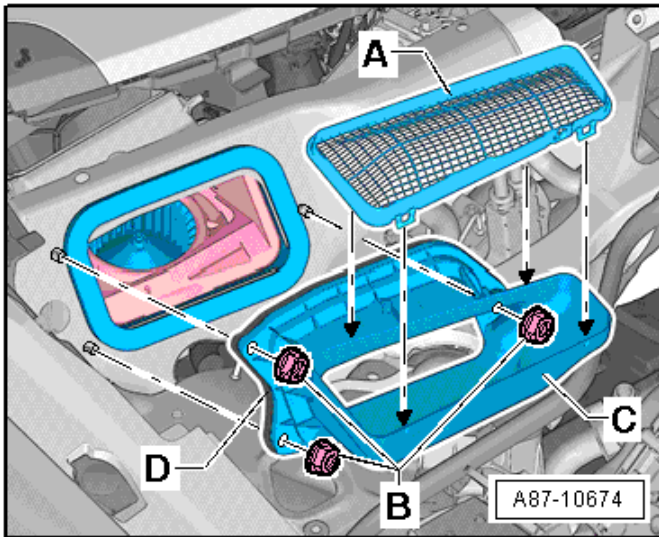
- Turn recirculation on the HVAC.
- Switch off the ignition.
- Open hood.

WARNING

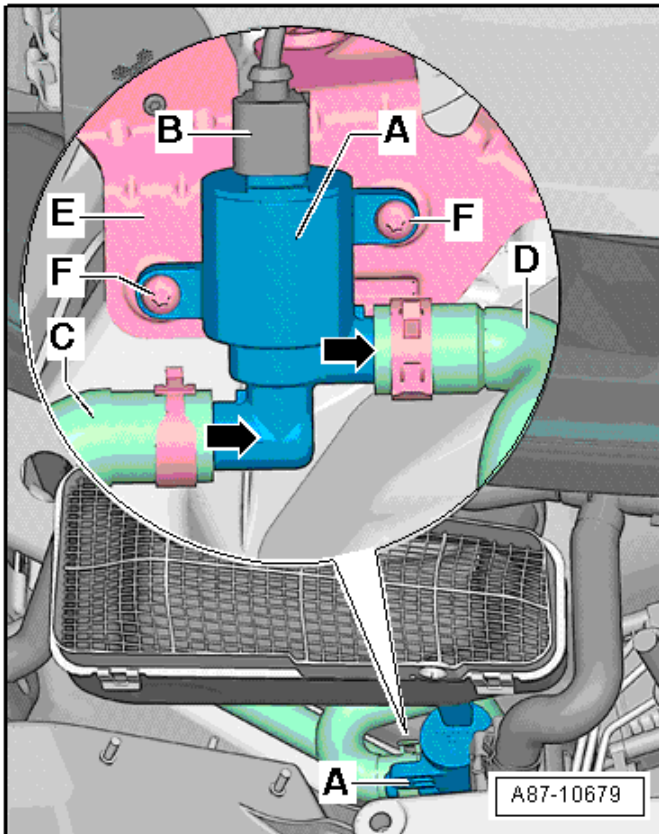
Danger of personal injury due to the coolant fan turning on by itself.

- Remove windshield wiper arms using T10369/2.
- Remove the hood seal in the area around the plenum chamber cover.
- Remove trim panel upward diagonally from edge frame beginning at window edge.
- Unclip the plenum chamber cover from the side covers starting on the left and right sides and then remove it.
- Remove the Air Quality Sensor –G238– (with the humidity sensor in fresh air intake duct – G6570) <A> by rotating 90° and remove it from the fresh air intake <E>.





- Remove intake grill <A>.
- Remove the nuts .
- Remove the fresh air intake <C>.



- Label the arrangement of the coolant hoses <C and D> at the coolant shut-off valve -N82- <A>.

⚠ WARNING

There is a risk of scalding from hot steam and coolant.

The cooling system is under pressure when the engine is warm.

To reduce the pressure, cover the coolant reservoir cap with cloths and then open it carefully.

- Open the coolant reservoir cap.
 - Remove the bolts <F> from the coolant shut-off valve -N82- <A>.
 - Cover the area under the heater coolant shut-off valve -N82- <A> with an absorbent rag.
 - Loosen the hose clamps <arrows>.
 - Clamp off the coolant hoses <C and D> with the hose clamps -3094-.
 - Remove the hoses <C and D>.
 - Disconnect the connector .
-
- Install new coolant shut-off valve -N82-.

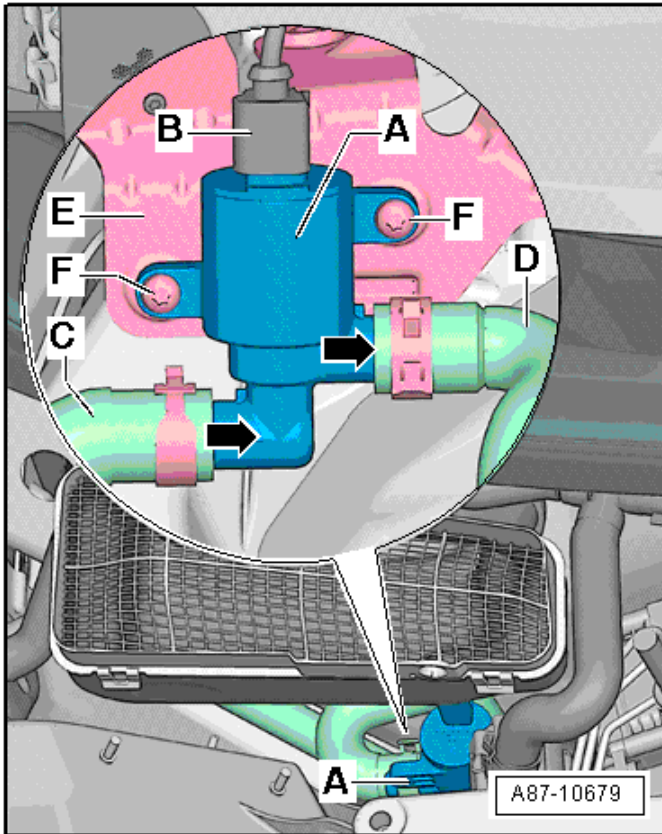
Part Number	Part Description
4H0121671D	Coolant Valve (N82)

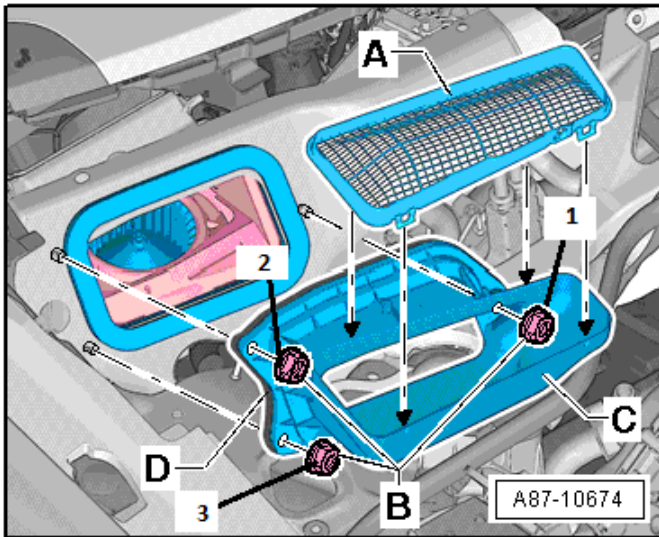
- Reconnect the connector to coolant valve.

- Reconnect the coolant hoses <C and D> to the coolant valve at the locations marked earlier.

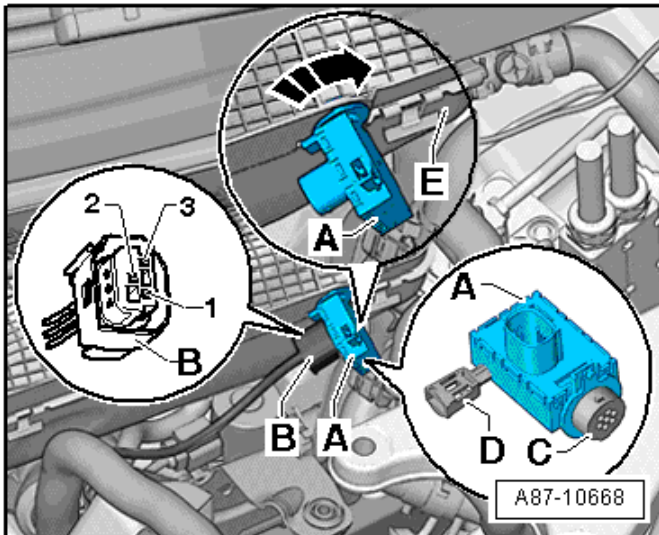
⚠ CAUTION
 Make sure the layout of the coolant hoses <C and D> at the coolant shut-off valve –N82– is correct.
 If the coolant hoses are interchanged, there may be no heating in the passenger compartment.

- Position clamps <arrows> in the original location and orientation.
- Remove the Hose Clamps -3094-.
- Reinstall bolts <F> and torque to 9 Nm.

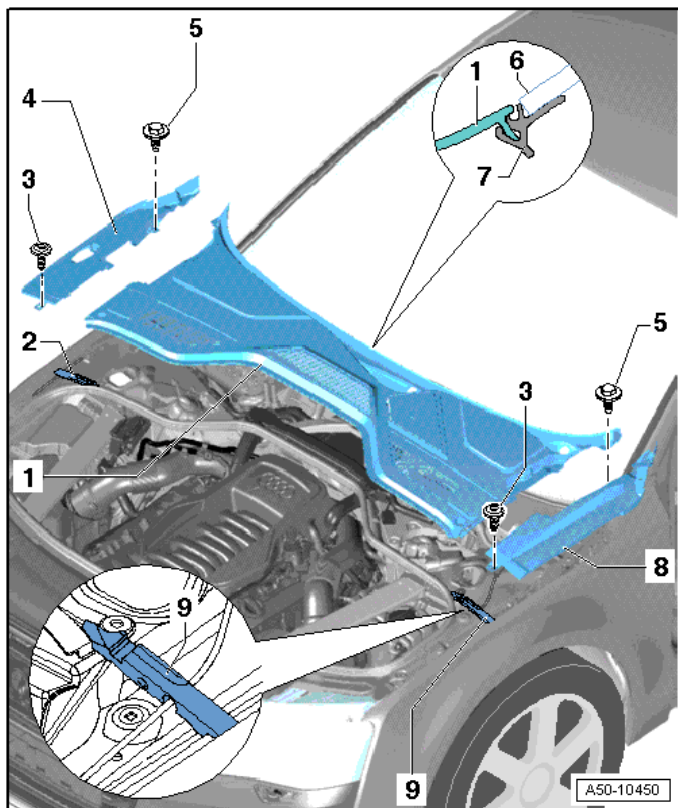




- Reinstall the fresh air intake <C>.
- Reinstall the nuts tightening to 3.5 Nm in the following order.
 - Inner nut <1>
 - Outer top nut <2>
 - Outer bottom nut <3>
- Reinstall the intake grill <A>.



- Reinstall the Air Quality Sensor -G238- (with the humidity sensor in fresh air intake duct – G6570) <A> in the fresh air intake <E> by rotating 90°.



- Reinstall the plenum chamber cover.

CAUTION
 Risk of windshield breaking during installation. Do not hit the trim when installing. Carefully press in trim sideways, beginning in the edge frame. Windshield damage will not be covered under this action.

- Reinstall the windshield wiper arms tightening to 21 Nm.
- Check the coolant level and top off as required.

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

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 D

Section D - Parts Return

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 SAGA for Canada.

ALL WORK IS COMPLETE