

Service Action

Code: 24DM



Subject	High Pressure Fuel Pump
Release Date	March 20, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2015 MY Audi A3 Sedan 2.0T quattro (Engine Code CNT) <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> ✓ <i>Campaign status must show "open."</i> ✓ <i>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.</i>
Problem Description	Over an extended period of time, it is possible for the high pressure fuel pump sealing system to develop a minor film of fuel ("sweating") at the high pressure fuel pump flow control valve.
Corrective Action	Inspect and if necessary replace high pressure fuel pump.
Parts Information	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to upperorderlimits@audi.com to have additional parts released.
Code Visibility	On or about March 20, 2018, 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 March 20, 2018, this campaign code will show open on affected vehicles in Elsa. On or about March 20, 2018, 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 March 2018. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2020 . 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	24DM									
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									
	Check High Pressure Fuel Pump part number, no replacement needed. Labor operation: 0183 00 99* 15 T.U. -OR- Check and replace high pressure fuel pump. Labor operation: 2463 55 99* 85 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>06L127027B</td><td>High Pressure Fuel Pump</td></tr><tr><td>1.00</td><td>N 90986501</td><td>Hose Clamp</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	06L127027B	High Pressure Fuel Pump	1.00	N 90986501	Hose Clamp
Quantity	Part Number	Description								
1.00	06L127027B	High Pressure Fuel Pump								
1.00	N 90986501	Hose Clamp								

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 24DM – High Pressure Fuel Pump
Certain 2015 model year Audi A3 Sedan 2.0T quattro (Engine Code CNT)**

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 2015 model year Audi A3 Sedan 2.0T quattro (engine code CNT) vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Over an extended period of time, it is possible for the high pressure fuel pump sealing system to develop a minor film of fuel ("sweating") at the high pressure fuel pump flow control valve.

What will we do? Your authorized Audi dealer will inspect, and if necessary, replace the high pressure fuel pump in your vehicle. This work will take about an hour 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, 2020**. 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 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.

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>

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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 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.

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

Criteria	Quantity	Part Number	Part Description
01	1	06L127027B	High Pressure Fuel Pump
	1	N 90986501	Hose Clamp

Required Tools and Workshop Equipment

 Wrench - 21mm -T40263- (or equivalent)	 Adapter -T40314-
 Safety Gloves and Safety Goggles	 Flare Nut Attachment 17mm -T10456- (or equivalent)
 Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)	 Torque Wrench 5-50Nm -VAG1331- (or equivalent)

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

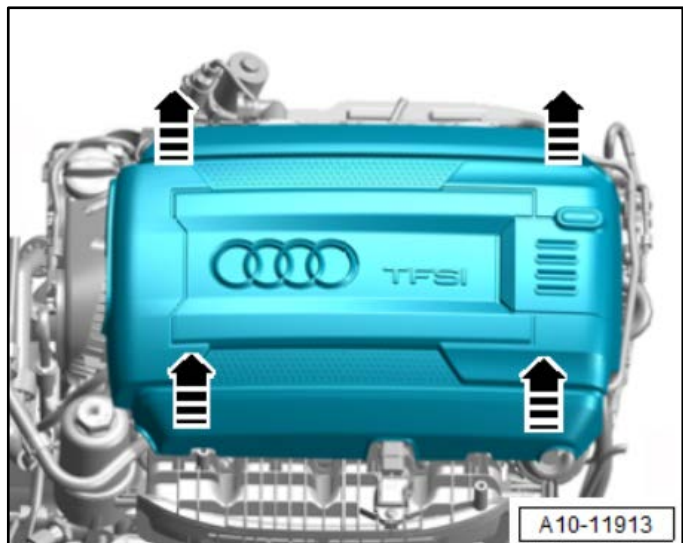
⚠ WARNING

Risk of injury. Refer to "Warning and Safety Precautions", found in **Appendix A** at the end of this document.

! 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.
- Follow the guidelines for clean working conditions found in **Appendix B** at the end of this document.

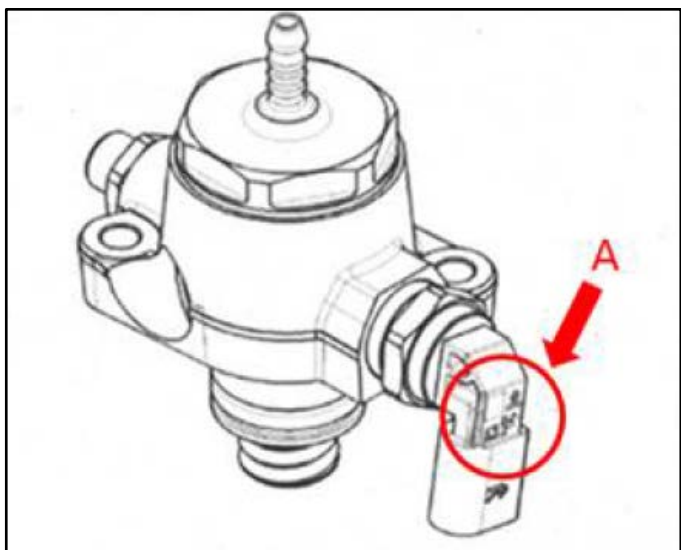
Section B – High Pressure Fuel Pump Inspection



! NOTE

Replacement of the high pressure fuel pump should be done on a cold engine.

- Turn off the ignition.
- Carefully pull the engine cover off the retaining pins one after the other <arrows>. Do not pull sharply on the engine cover or pull it to one side.

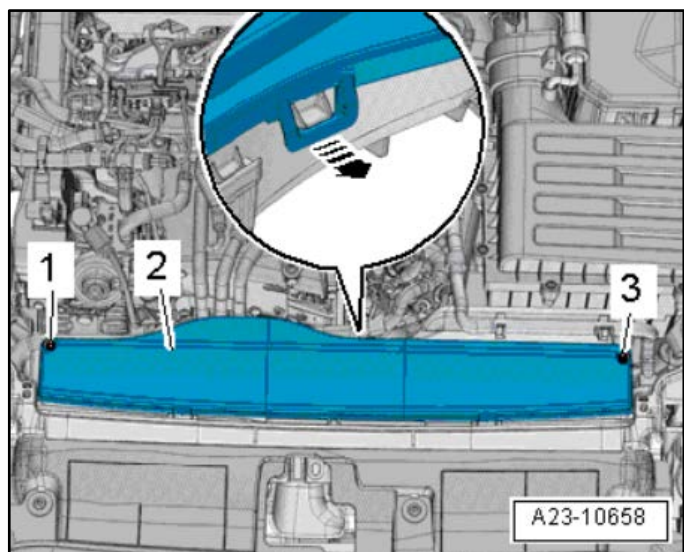


- Check the part number of the high pressure fuel pump.
- The part number is located on the flow control valve <A> of the high pressure fuel pump.

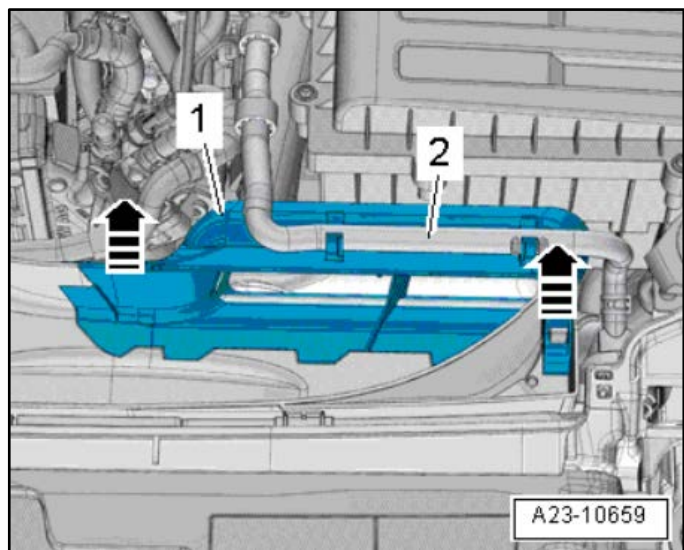


- If the high-pressure pump has index **B, M, N, P, Q, or R**:
 - o Replacement of pump is not required.
 - o Reinstall engine cover and **Proceed to Section D.**
- If the high-pressure pump has index **E, G, H, J, or K**:
 - o Replacement of the pump is required.
 - o **Proceed to Section C.**

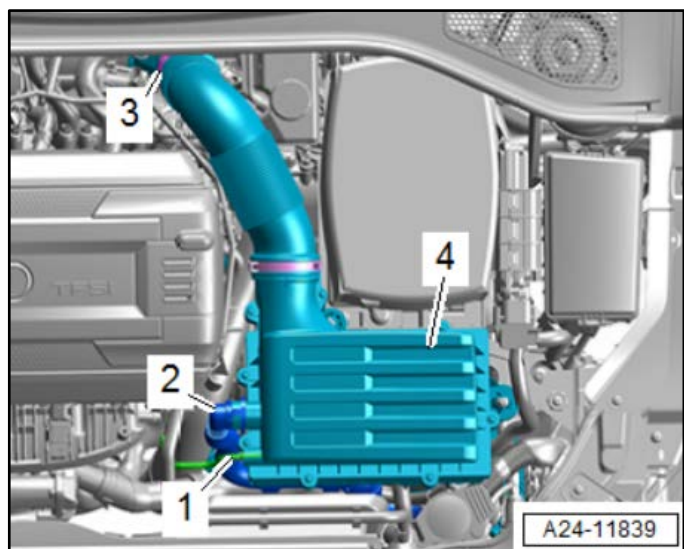
Section C – High Pressure Fuel Pump Replacement



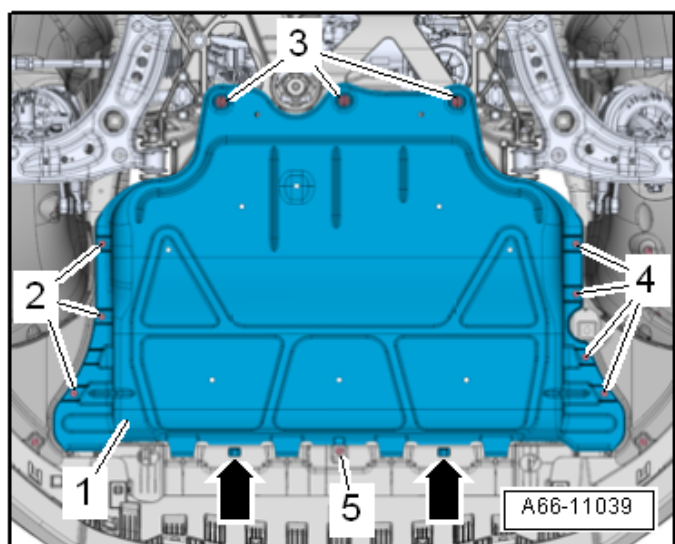
- Remove Air Filter Housing:
 - o Remove the bolts <1> and <3>.
 - o Release the lock <arrow> and remove the cover <2>.



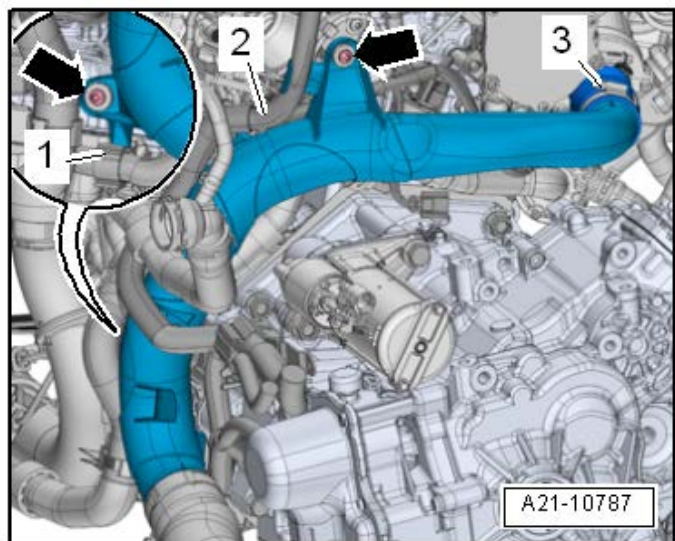
- o Free up the coolant hose <2>.
- o Release the locking mechanisms <arrows> and remove the air duct upper section <1>.



- o Disconnect the vacuum hose <1>.
- o Disconnect hose <2> from the air filter housing <4>.
- o Loosen the hose clamp <3> and remove the air duct hose.
- o Remove the air filter housing <4> from the retaining pins.



- Raise vehicle on hoist.
- Remove noise insulation <1>.



- Remove the bolts <arrows>.

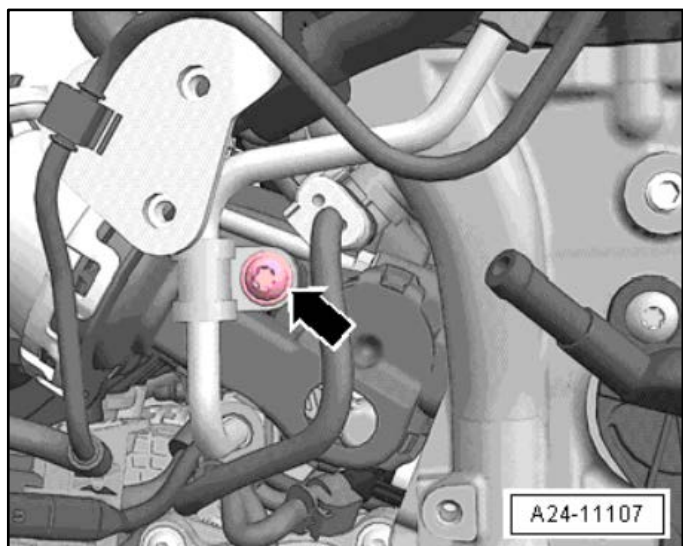
TIP

The lower bolt <inset> is removed when the vehicle is in the air.

- Free up the wiring harness <1> and <2> from the air guide pipe.
- Loosen the screw-type clamp <3>.
- Move the charge air pipe to the left.

NOTE

The charge air pipe does not require removal from the vehicle.



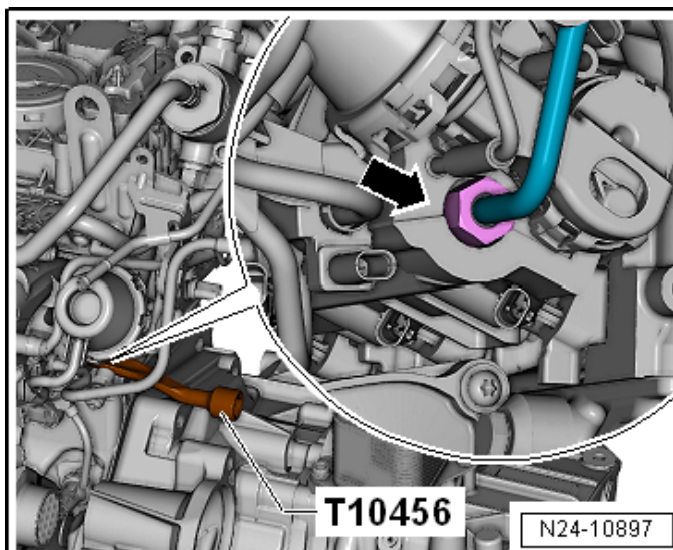
- Remove bolt <arrow>.



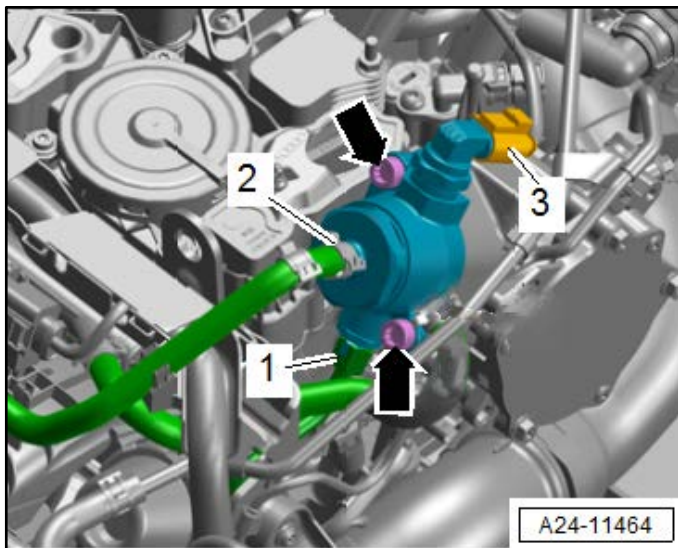
- Mark the fuel rail and brass union with a paint pen or marker.

⚠ CAUTION

If the brass union is loosened from the fuel rail, the brass union must be replaced.



- Loosen the union nut on the fuel rail <arrow> with the -T10456-.



- Disconnect the connector <3> for the Fuel Pressure Regulator Valve -N276-/Fuel Metering Valve -N290-.

⚠ CAUTION

The Fuel System Is under Pressure. Risk of Injury from Fuel Spraying Out.

- Wear protective eyewear.
- Wear safety gloves.
- Reduce the pressure: place clean cloths around the connection points <1> and <2> and carefully open the connection points.

⚠ CAUTION

Risk of Repeat Repair

Pay attention so that no dirt enters the open fuel line connections.

- Loosen the clamp <2> and remove the fuel hose.
- Counterhold the brass connection on the high pressure pump and loosen union nut <1>.

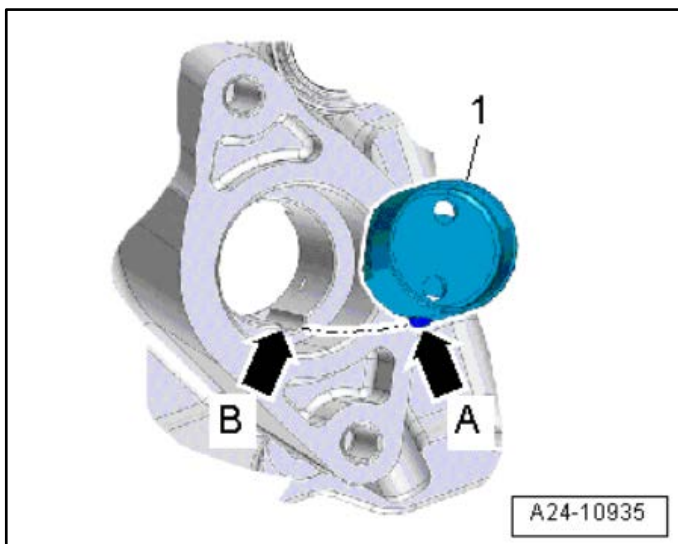
! NOTE

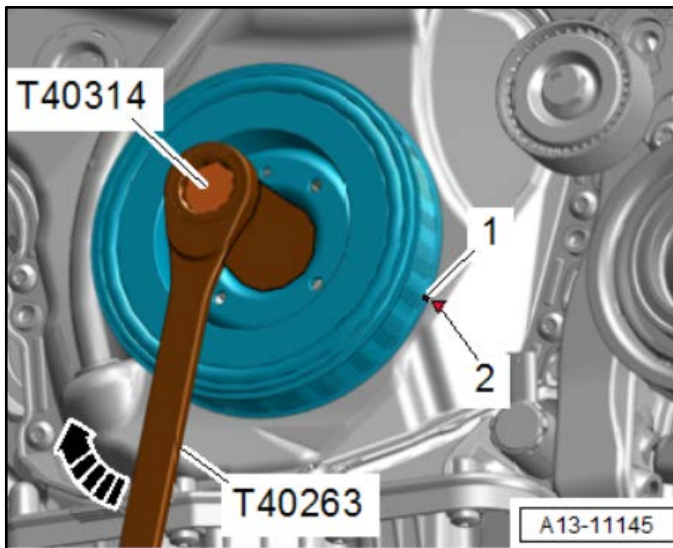
The union nut <1> and fuel line do not require complete removal. Once the union nut <1> is loosened, the fuel line will be loose enough to allow removal of the high pressure pump.

- Remove the bolts <arrows>, alternating between each bolt when removing.
- Carefully remove the high pressure pump.
- Verify the roller tappet <1> is installed in the vacuum pump.

! NOTE

The roller tappet must also be at its lowest point before installing the high pressure fuel pump.

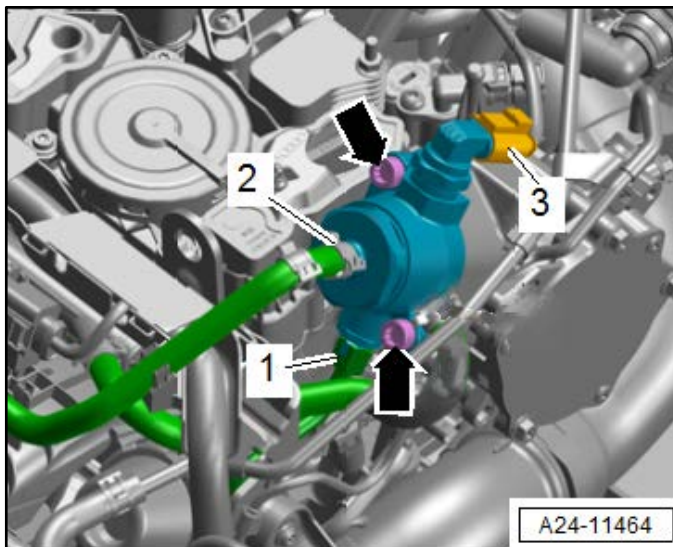




⚠ CAUTION

Risk of Damaging the Engine by the Timing Mechanism Skipping.

- Only turn the engine over in the direction of engine rotation.
- Turn the crankshaft using the -T40263- and -T40314- in the direction of engine rotation <arrow> until the roller tappet is at its lowest point.



- Install new high pressure fuel pump and hand tighten bolts <arrows> in stages.

Part Number	Part Description
06L 127 027 B	High Pressure Fuel Pump

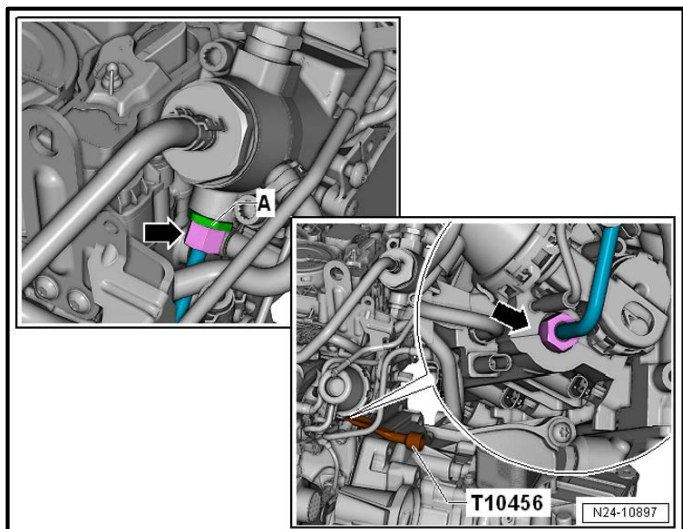
- Torque bolts <arrows> to 20 Nm.
- Install fuel hose with new clamp <2>.

Part Number	Part Description
N 909 865 01	Hose Clamp



⚠ CAUTION

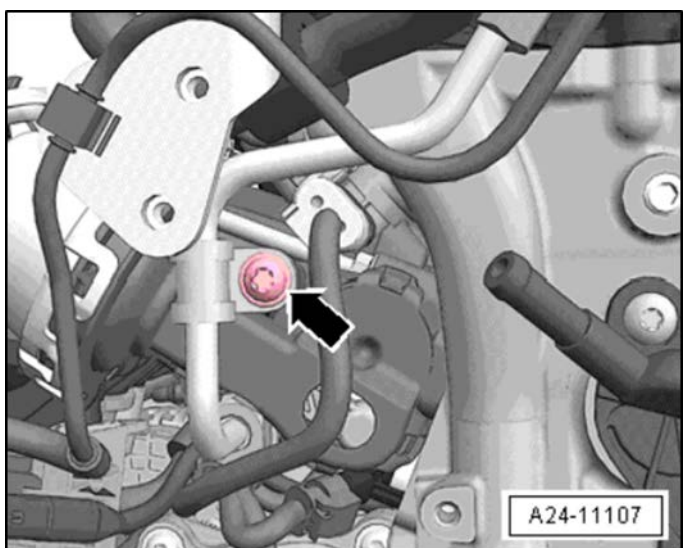
If the brass union was loosened from the fuel rail, the brass union must be replaced.



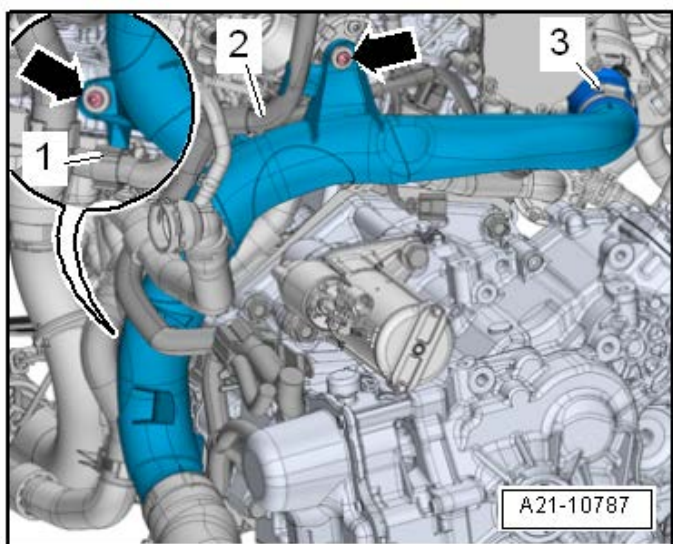
⚠ CAUTION

When torquing union nut to high pressure fuel pump, counter-hold brass union <A>.

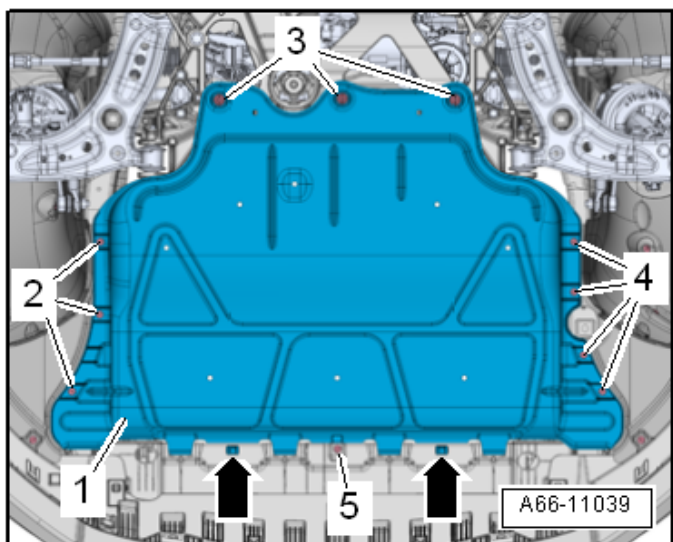
- Coat the threads on the union nuts with clean engine oil.
- Torque union nuts <arrow> to 27 Nm.



- Install bolt <arrow> and torque to 9 Nm.

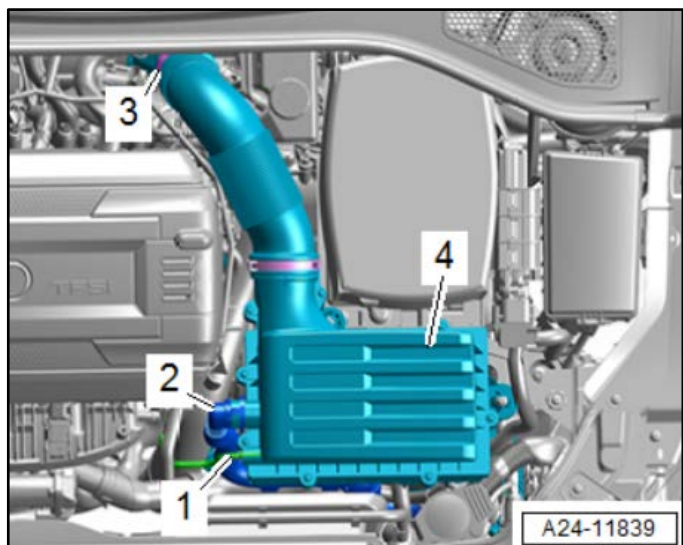


- Install charge air pipe.
 - o Torque hose clamp <3> to 5.5 Nm.
 - o Torque bolts <arrows> to 7 Nm.
 - o Secure wiring harness <1> and <2> to the charge air pipe.



- Install noise insulation <1>.
 - o Torque bolts <2> to 2 Nm.
 - o Torque bolts <3> to 6 Nm.

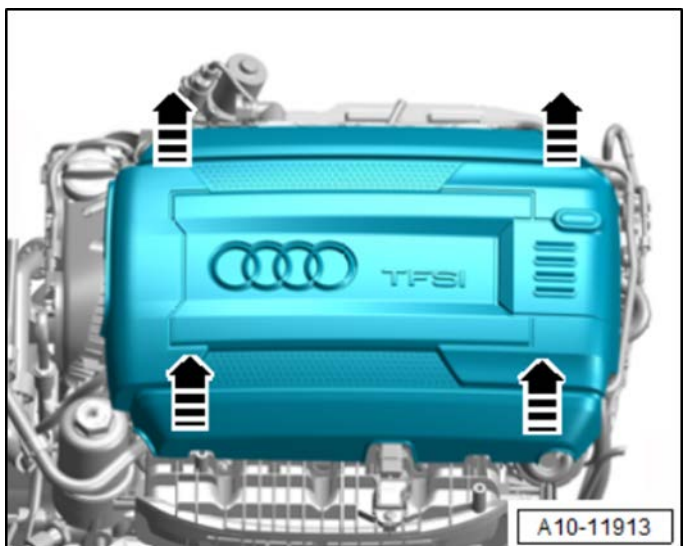
Nm



- Install the air filter housing <4>.
- Install hose clamp <3>.
- Install secondary air hose <2>.
- Install vacuum hose <1>.
- Install air duct upper section and cover.

! NOTE

The water drain hose must be routed straight down and without any kinks.



- Install engine cover.
 - o To prevent damage to the engine cover, do not hit it with a fist or a tool.
 - o Position the engine cover while paying attention to the oil filler tube and oil dipstick.
 - o Press the engine cover into the rubber grommets on the left side first, then into the ones on the right side.

Proceed to Section D.

Section D – Campaign Completion 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 E.**

Section E - Parts Return/Disposal

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 the Part Destruction and Core Disposition Report for Canada.

Appendix A – Warning and Safety Precautions

WARNING

Note the Following When Working on the Fuel System:

- There is a risk of injury because the fuel is under very high pressure.
- Fuel pressure in high pressure pipe can be up to 120 bar (1740 psi)! Always follow the safety precautions when reducing the pressure in the high pressure area.
- The fuel supply line is under pressure. To prevent injuries and skin contact, wear protective goggles and protective clothing. Wrap a clean cloth around the connection before loosening hose connections. Remove the hose connection carefully to release the pressure.
- Place clean cloths around the connection point and carefully open the connection point.
- Fuel coming into contact with skin poses a health risk.
- Do not let fuel come in contact with bare skin. Wear fuel-resistant gloves.
- Leaking fuel poses a risk of burns.
- For safety reasons, switch off the current to the fuel pump before opening the fuel system. Otherwise, the fuel pump will activate when the driver door is opened.
- Disconnect the power supply by removing the fuse for the Fuel Pump Control Module / fuel delivery unit, or by disconnecting the battery.
- Danger of explosion due to cell phones. Keep cell phones out of reach in the work space area.

Appendix B – Guidelines For Clean Working Conditions

- Before loosening, the connection points and surrounding areas must be cleaned thoroughly with engine or brake cleaner, and then the cleaned area must be thoroughly dried.
- Immediately seal off any open lines and connections with clean plugs taken from the Engine Bung Set -VAS6122-, for example.
- Place removed parts on a clean surface and cover them with lint-free cloths.
- Carefully cover or seal opened components if repairs are not performed immediately.
- Only install clean parts: remove the replacement parts from their packaging just before installing them. Do not use parts that have been stored loose (for example, in tool boxes).
- If the system is open, do not work with compressed air and do not move the vehicle.
- Make sure no fuel gets onto the fuel hoses. If necessary, the fuel hoses must be cleaned again immediately.
- Protect any disconnected connectors from dirt and moisture, and only connect them when they are completely dry.