

Emissions Recall

Code: 23V4




Audi

REVISION

Subject	3.0L TDI Engine – Emissions System Modification
Revision Summary	Removed California DMV Tie-in Requirements
Release Date	May 09, 2018
Affected Vehicles	U.S.A.: 2014-2016 MY Audi Q5, A6, A7 A8/A8L 3.0L TDI Generation 2 PC <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	3.0 TDI vehicles were equipped with undisclosed Auxiliary Emission Control Devices which are not permitted by emissions regulations.
Corrective Action	Install updated engine control module (ECM) software, transmission control module (TCM) software and hardware to bring affected vehicles into regulatory compliance.
Code Visibility	On or about January 02, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports. A list will not be posted for dealers who do not have any affected vehicles. The campaign code will show open on affected vehicles in Elsa and affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Owner Notification	Owner letter examples are included in this bulletin for your reference. Owner notification will take place on or about January 02, 2018.
Loaner Vehicle – REQUIRED!	Customers are eligible to receive a loaner vehicle. Please refer to the warranty extension bulletin AWA 18-02 for claiming instructions. To remain compliant with the Settlement Agreement, Service Consultants <u>must</u> complete a Loaner/Rental label and it <u>must</u> be signed by the customer. This documents each customer’s decision to accept or decline the offer for a loaner or rental vehicle while the Approved Emissions Modification was being performed on their vehicle.

I hereby acknowledge that I was offered a Loaner or Rental vehicle to use while the TDI Emissions Recall is performed on my vehicle.
I elected

to: Accept Decline 

Customer Name(Print):

Customer
Signature:

Date:

Affix the completed label to the Repair Order and follow the new photo documentation requirements for this label in the IN-FORM tool.

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.

Fill out and affix the appropriate TDI Recall Proof of Completion label and the appropriate Supplemental Vehicle Emissions Control Information Label after work is complete. ***Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.***

Criteria I.D.	02 and 4G -OR- 02 and 4H (Model Years 2015/2016) -OR- 02 and 8R																				
	<p>Install recall hardware as appropriate per model; *install TDI Recall Proof of Completion label and install Supplemental Vehicle Emissions Control Information label; complete Validation Tool requirements; courtesy fill of AdBlue and **Fuel tank.</p> <p>*Labels are sent free of charge. They cannot be charged to this campaign.</p> <p>**Fuel must be claimed according to Warranty Circular AWA 18-02.</p> <p>MY 2015/2016: Labor operation: 2674 26 99 35 T.U.</p> <table border="1"><thead><tr><th>Vehicle</th><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>All</td><td>1</td><td>059 906 262 Q</td><td>Heated Oxygen Sensor</td></tr><tr><td>Q5</td><td>Up to 23.0 L</td><td rowspan="5">G 052910A4</td><td rowspan="5">AdBlue</td></tr><tr><td>A6/A7</td><td>Up to 17.0 L</td></tr><tr><td>A6 quattro</td><td>Up to 18.7 L</td></tr><tr><td>A7 quattro</td><td>Up to 18.7 L</td></tr><tr><td>A8/A8L</td><td>Up to 26.0 L</td></tr></tbody></table> <p>--AND--</p> <p>Connect battery charger.</p> <p>Labor operation: 2706 89 50 10 T.U.</p> <p>--AND--</p> <p>Connect vehicle diagnostic tester, perform software update for control unit.</p> <p>Labor operation: 2360 22 99 Time stated on diagnostic protocol (Maximum 60 T.U.)</p> <p>--AND--</p> <p>Follow IN-FORM tool app.</p> <p>Labor operation: 0183 00 99 20 T.U.</p> <p>*Labels are sent free of charge. They cannot be charged to this campaign.</p>	Vehicle	Quantity	Part Number	Description	All	1	059 906 262 Q	Heated Oxygen Sensor	Q5	Up to 23.0 L	G 052910A4	AdBlue	A6/A7	Up to 17.0 L	A6 quattro	Up to 18.7 L	A7 quattro	Up to 18.7 L	A8/A8L	Up to 26.0 L
Vehicle	Quantity	Part Number	Description																		
All	1	059 906 262 Q	Heated Oxygen Sensor																		
Q5	Up to 23.0 L	G 052910A4	AdBlue																		
A6/A7	Up to 17.0 L																				
A6 quattro	Up to 18.7 L																				
A7 quattro	Up to 18.7 L																				
A8/A8L	Up to 26.0 L																				

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	Part Number	Part Description		Quantity
01, 02	059 906 262 Q	Heated Oxygen Sensor		1
01	059 905 061 H	Glow Plug with Combustion Chamber Pressure Sensor (Criteria 01, MY 2014 ONLY)		1
01, 02	G 052 910 A4	AdBlue	Q5	Up to 23.0 L
			A6/A7	Up to 17.0 L
			A6 quattro	Up to 18.7 L
			A7 quattro	Up to 18.7 L
			A8/A8L	Up to 26.0 L



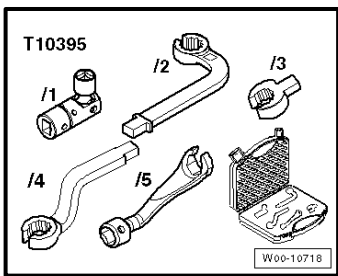
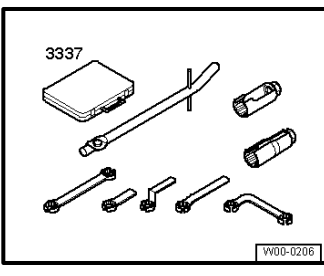
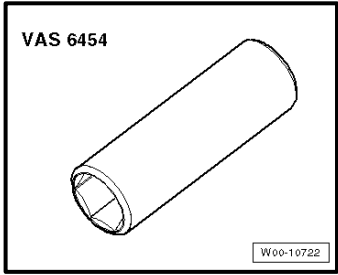
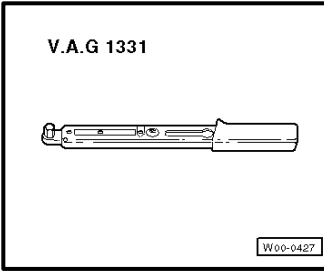
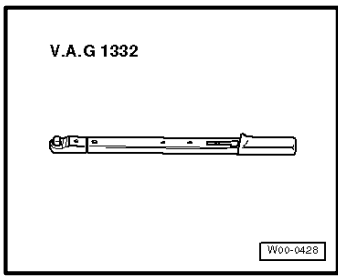
Required Labels

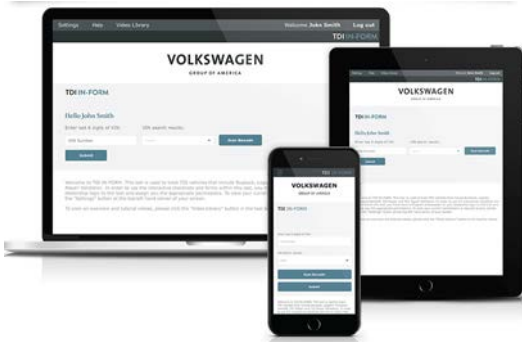
Part Description	Vehicle	Part Number	Quantity
Vehicle Emissions Control Information (VECI) Label	MY 2015 A6/A7/Q5	059 010 533 BN	1
	MY 2016 A6/A7/Q5	059 010 533 BP	1
	MY 2015 A8/A8L	059 010 533 BR	1
	MY 2016 A8/A8L	059 010 533 BS	1
	MY 2014 A6/A7	059 010 533 BL	1
	MY 2014 Q5	059 010 533 BM	1
	MY 2014 A8/A8L	059 010 533 BQ	1
Proof of Completion Label	MY 2015/16 vehicles	4G0 010 023 A	1
	MY 2014 vehicles	4G0 010 023 B	1

Labels are sent free of charge. Additional shipments will be released based on the volume of completed repairs claimed through SAGA. The parts will not be available for order through the website at this time.

For any additional inquiries contact labelrequest@vw.com.

Required Tools

 <p>VAS 6154</p>	<p>VAS6150D - Diagnostic Tester (or equivalent) VAS6154 - Vehicle Communication Interface (or equivalent)</p>		<p>GRX3000VAS – Battery Tester/Charger (or equivalent)</p>
 <p>T10395</p> <p>W00-10718</p>	<p>Diesel Engine Tool Set - 17mm -T10395A-</p>	 <p>3337</p> <p>W00-0206</p>	<p>Ring Wrench 7-Piece Set -3337-</p>
 <p>VAS 6454</p> <p>W00-10722</p>	<p>Glow Plug Socket – VAS6454</p>	 <p>V.A.G 1331</p> <p>W00-0427</p>	<p>Torque Wrench 1331 5-50Nm -VAG 1331</p>
 <p>V.A.G 1332</p> <p>W00-0428</p>	<p>Torque Wrench 1332 40-200Nm -VAG 1332</p>		



- Service Modification Validation Web App
- tdi-inform.track360.com

TIP

This web application is compatible with desktops, laptops, Apple and Android mobile devices running the most current versions of FireFox, Chrome, Safari, or Explorer as well as iOS 9+ on iPads and iPhones.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed. Look for the image below to indicate labor operations, parts, or labeling that requires IN-FORM tool image documentation.

Emissions Modification 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.
- Check for other Open campaign actions <red arrow above>.
- Other Open campaign actions must be completed prior to releasing the vehicle to the customer.

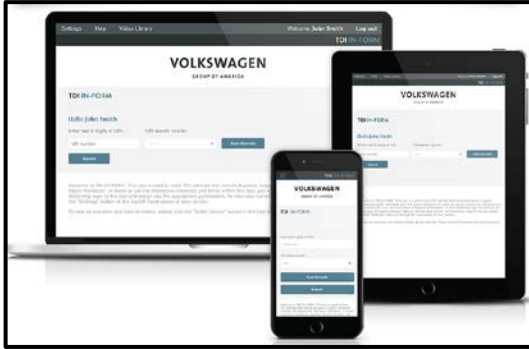
Vehicle data						
VIN: 3VWTL7AJ XXXXXXXXX						
Campaigns/Actions						
Serial Number	Campaign/Action	Start	Designation	Repair date	Criteria	Campaign/Action Status
1	20R9	2012-07-10	S-SERV_ACT - "Diesel Fuel Only" Information	2012-07-31	02	Closed
2	23J9	2011-10-04	A-RECALL - Diesel Fuel Injection Lines		01, 02	Open
3	23O6	2015-04-07	S-SERV_ACT - ECM Software Update		01	Open

Example →

Proceed to Section B

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 Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.

Section B – Check for Service Initiation

The screenshot shows the TDI IN-FORM tool interface. At the top, there are navigation tabs for 'Settings', 'Video Library', and 'Demo User | Log out'. Below this is a header for 'VIN Entry | Interactive Forms | TDI IN-FORM'. The main content area displays vehicle details: 'Description: 2015 Passat Sedan 4D SE TDI 14', 'Brand: Volkswagen', 'VIN: 0000000000000000', 'Transmission: Automatic', 'Repair Type: Gen 3', 'Dealer Name: Anytown', 'Dealer Code: N/A', 'Region: N/A', and 'Area: N/A'. Below the details, there is a section titled 'Please select a form below to continue.' with a list of forms: 'Service Modification Documentation and Validation' (checked), 'Service Initiation Form' (Status: Complete | Date: 12/20/2016), 'Service Modification Documentation Form' (Status: Not Initiated), 'Service Modification Manager Validation Form' (Status: Not Initiated), and 'Service Delivery Confirmation' (Status: Not Initiated). A yellow arrow points to the 'Service Initiation Form' entry.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed. Look for the image below to indicate labor operations, parts, or labeling that requires IN-FORM tool image documentation.



NOTE

RISK of Non-payment!

Ensure that the “check mark” <arrow> is present prior to beginning any work.

- Ensure the Service Initiation Form has a “check mark” <arrow>.
 - If the Service Initiation Form does not have a “check mark” <arrow> immediately contact your Service Consultant to complete the initiation.
 - If “check mark” <arrow> is present, initiate Service Modification Documentation Form and continue work.

DO NOT proceed with any work unless you can initiate the Service Modification Documentation Form.

Proceed to Section C

Section C – Check for Pre-existing MIL ON conditions and Vehicle Modifications

- Perform a visual inspection of the intake, exhaust, and emissions systems.
 - If the visual inspection of the intake, exhaust, or emissions equipment reveals damage or concerns, **STOP**, create an ATA ticket and contact the Audi Technicians Helpline.
 - If the visual inspection of the intake, exhaust, or emissions equipment reveals no damage or concerns, continue the work procedure.
- Check for vehicle modifications from original equipment.
 - If vehicle modifications from original equipment related to emissions components are found, **STOP**, create an ATA ticket and contact the Audi Technicians Helpline.
 - If vehicle modifications from original equipment related to emissions components are not found, continue the work procedure.
- Check for illumination of the MIL <arrow>.
 - If MIL is illuminated, **STOP**, create an ATA ticket and contact the Audi Technicians Helpline.
 - If MIL is not illuminated, continue the work procedure.



TIP

ATA cases regarding MIL ON conditions require a GFF diagnostic log to be uploaded at the time of first contact.

NOTE

RISK of Non-payment!

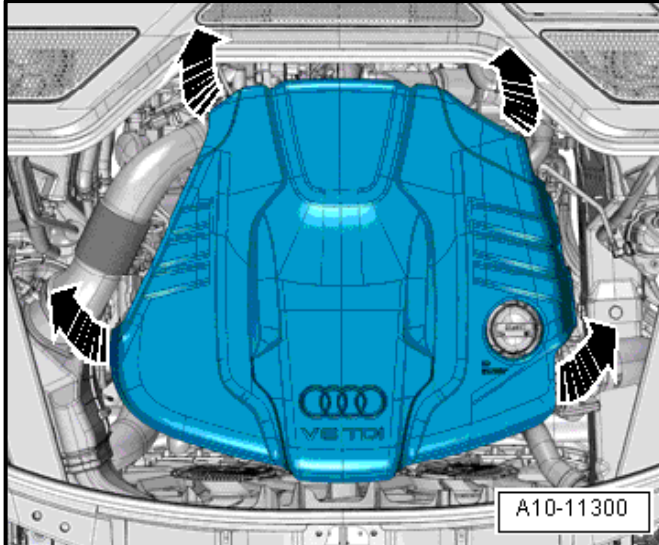
The purpose for this step is to document vehicle condition prior to initiation of this action and does not authorize the repair of any pre-existing conditions.

Proceed to Section D

Section D – Install Hardware

WARNING

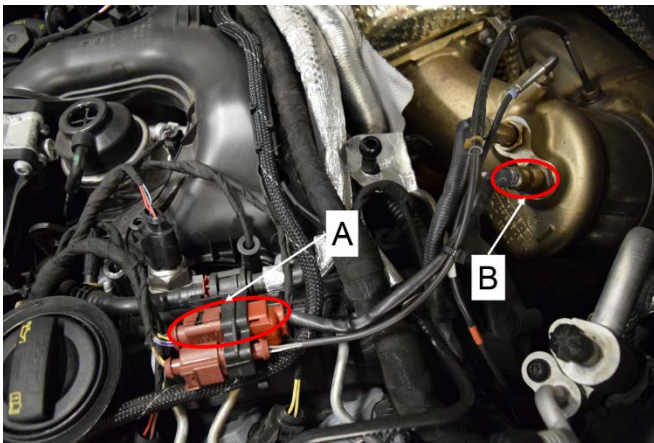
Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.



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

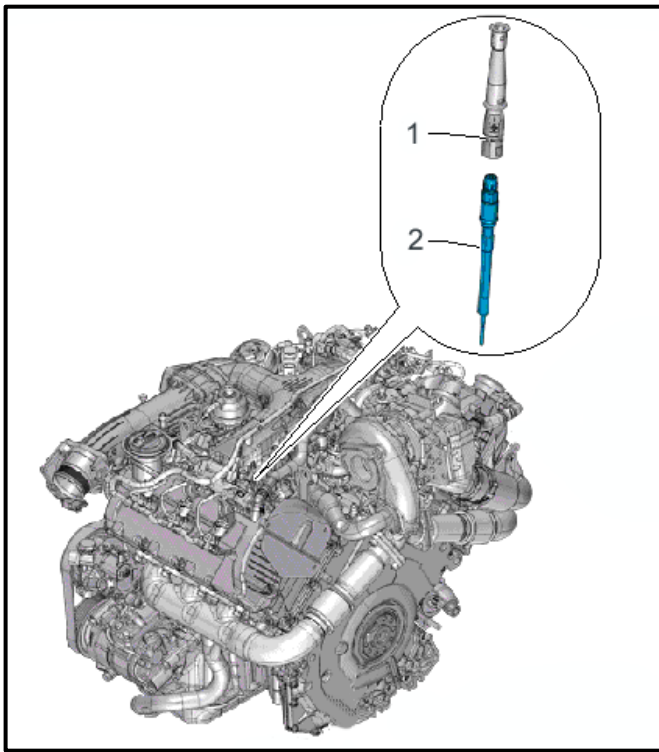
NOTE

- New oxygen sensors are coated with assembly paste; the paste must not get into slots of oxygen sensor body.
 - For a used oxygen sensor, only coat threads with hot bolt paste. This paste must not come into contact with oxygen sensor slots. For the correct hot bolt paste. Refer to the Parts Catalog.
 - Always install the oxygen sensor wire in the same location so it does not come into contact with the exhaust pipe.
-
- Disconnect the Heated Oxygen Sensor -G39- connector <A>.
 - Remove the Heated Oxygen Sensor - G39- with a tool from the -T10395A- or a tool from the -3337-.
 - Install the new Heated Oxygen Sensor - G39- with a tool from the -T10395A- or a tool from the -3337- and tighten to 55Nm



Part Number	Description	Quantity
059 906 262 Q	Heated Oxygen Sensor	1

- Connect the Heated Oxygen Sensor -G39- connector <A>.



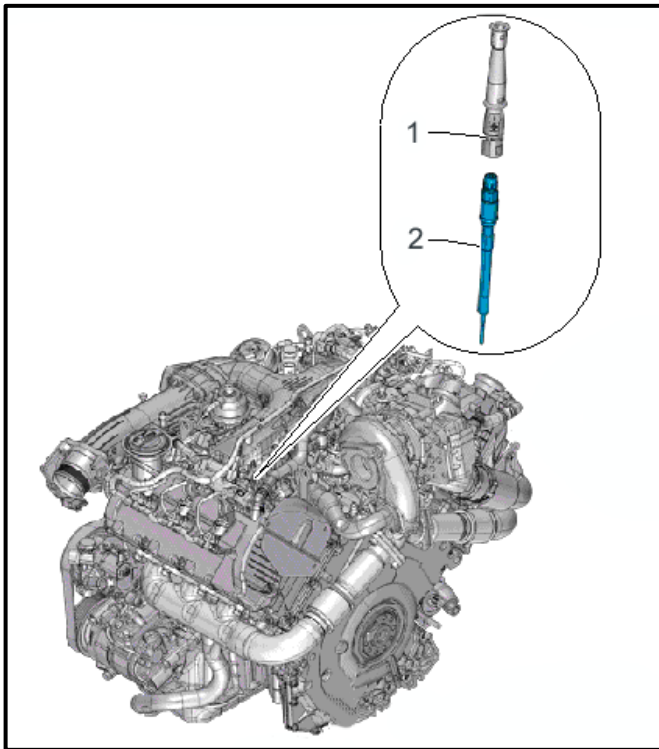
Criteria 01 ONLY, (MY2014 A6/A7/A8/Q5 Only)

- Disconnect the glow plug connector <1> from Cylinder 2 Glow Plug with Combustion Chamber Pressure Sensor (G678) <2>.
- Clean the glow plug duct in the cylinder head (contaminants must not fall into the cylinder).

NOTE

Examples for cleaning:

- Extract large contaminants with a vacuum cleaner.
- Spray brake cleaner or another suitable cleaner into the glow plug shaft, let it work and then use compressed air to remove it.
- Then clean the glow plug duct with a rag dampened with oil.
- Loosen the Cylinder 2 Glow Plug with Combustion Chamber Pressure Sensor (G678) <2> using Glow Plug Socket - VAS6454.
- Carefully remove the Cylinder 2 Glow Plug with Combustion Chamber Pressure Sensor (G678) by hand or with a hose without bending it.

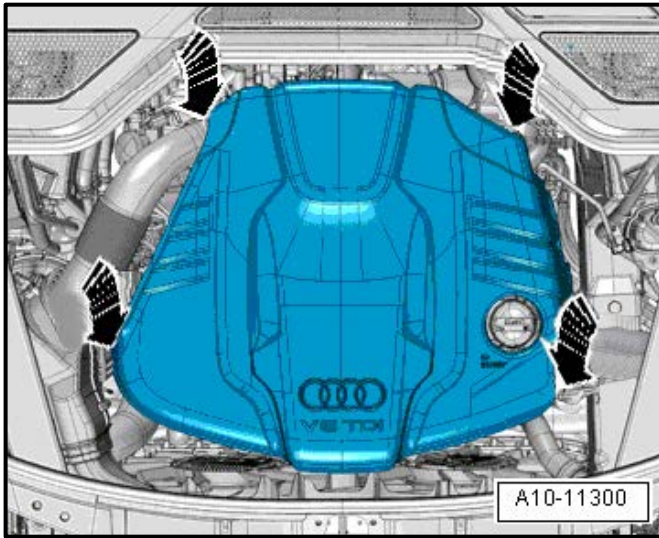


Criteria 01 ONLY, (MY2014 A6/A7/A8/Q5 Only)

- Carefully install the new the Cylinder 2 Glow Plug with Combustion Chamber Pressure Sensor (G678) <2> by hand or with a hose without bending it.

Part Number	Description	Quantity
059 905 061 H	Glow Plug with Combustion Chamber Pressure Sensor	1

- Using Glow Plug Socket -VAS6454-, tighten to 12 Nm.
- Connect the glow plug connector <1> from Cylinder 2 Glow Plug with Combustion Chamber Pressure Sensor (G678) <2> and make sure it is secure.



All Vehicles

NOTE

- In order to prevent causing damage, do not hit the engine cover with your fist or tool.
- Be sure not to place the engine cover on the oil filler tube.
- If removed, press on the engine cover with both hands first on the pins in the rear, and then with both hands on the pins in the front.

- Fill AdBlue tank to maximum fill line. Refer to the **Parts Required** chart at the beginning of this procedure for maximum fill quantities.

Vehicle	Quantity	Part Number	Description
Q5	Up to 23.0 L	G 052910A4	AdBlue
A6/A7	Up to 17.0 L		
A6 quattro	Up to 18.7 L		
A7 quattro	Up to 18.7 L		
A8/A8L	Up to 26.0 L		

Proceed to Section E

Section E – Software Update

NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

- ✓ **The ODIS software is completely up to date.**
 - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**

NOTE

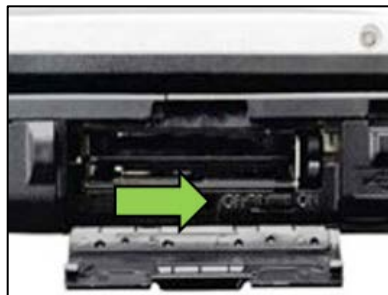
Using Bluetooth for this action is PROHIBITED!

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM flash process is not covered.

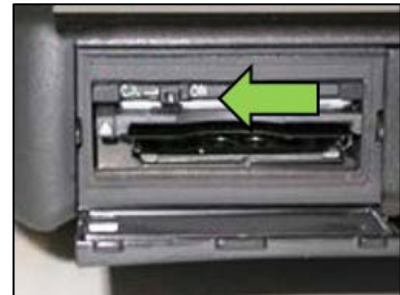
- Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

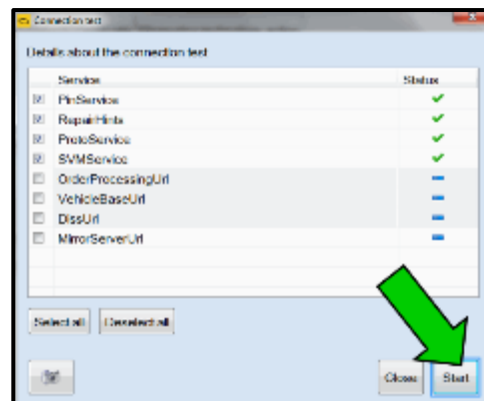
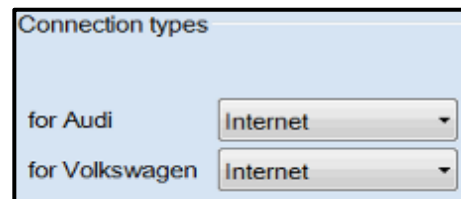
The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

Things to check before starting Software Version Management (SVM):

- ✓ Check and confirm that you have a LAN connection <arrow>.

- ✓ Within the Connection Tab, verify that the Connection type(s) display "Internet" <as shown>.

- ✓ Start a connections test <arrow> and verify that all connections pass.





- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.



NOTE



All TDI flashes **MUST** be completed during a single, standalone ODIS Diagnostic Session. You **MUST** fully complete this campaign and send all GFF Paperless logs before beginning any other campaigns or operations. You **MUST** also conclude any other campaigns or operations that have been started and end the corresponding diagnostic session and send all GFF Paperless logs before beginning this operation. Failure to independently separate the ODIS diagnostic session for this campaign will cause problems updating the FAZIT server in Germany and will delay if not negate the payment of the emissions modification.

IMPORTANT!

If there are any ODIS “Hot-Fix” patches installed, they **MUST** be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the flash process.



- At this time, refer to the “Alerts” section of ServiceNet <arrow> to verify that the most recent version of ODIS Software is loaded to the VAS6150X Diagnostic Tester (or equivalent). Failure to flash the vehicle using the most recent version of ODIS Diagnostic Software will cause faults in certain features of the flash operation.
- Failure to validate the ODIS Diagnostic version before flashing the vehicle may result in flash failure, and may delay if not negate the payment of the emissions modification.



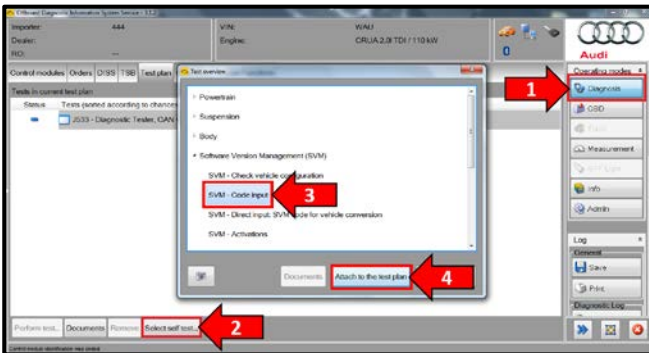
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.



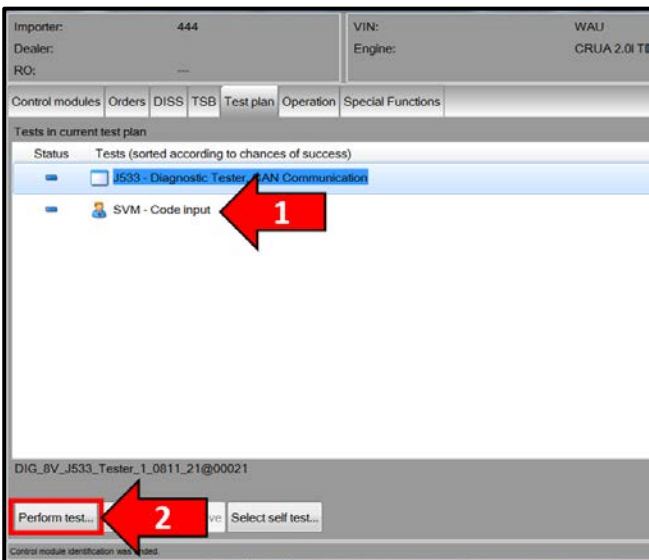
NOTE

KESY Vehicles!

It is **REQUIRED** to insert the key into the reader coil <arrow>, or place the key in the closest proximity possible to the reader coil throughout the flash process.



- Upon ODIS startup, select “Diagnosis” <arrow1>
- Select “Self Test” <arrow 2>.
- Select “Software Version Management”, then select “SVM Code input” <arrow 3>.
- Select “Attach to the test plan” <arrow 4>.

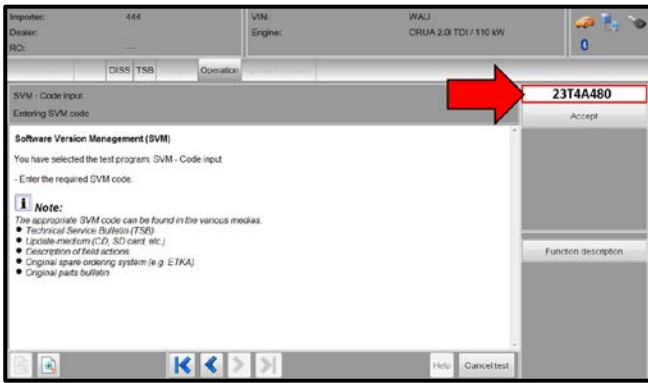


NOTE

RISK of Scan Tool Damage!

• Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.

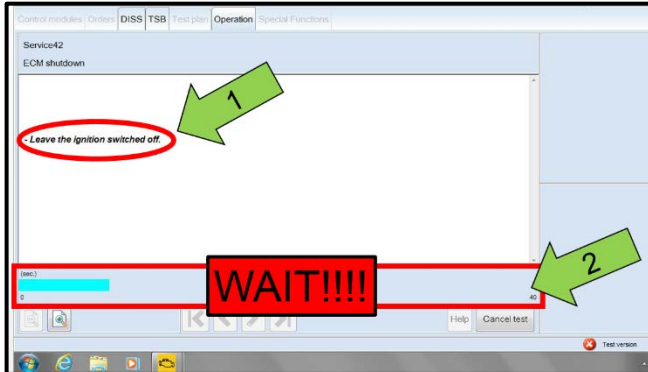
- From the Test plan screen, Select “SVM Code input” test plan <arrow 1>, then select “Perform test” <arrow 2>.
- Follow the on-screen prompts.



- Enter the corrective action code (SVM code) <arrow> as listed below.

SVM code
23V4A528

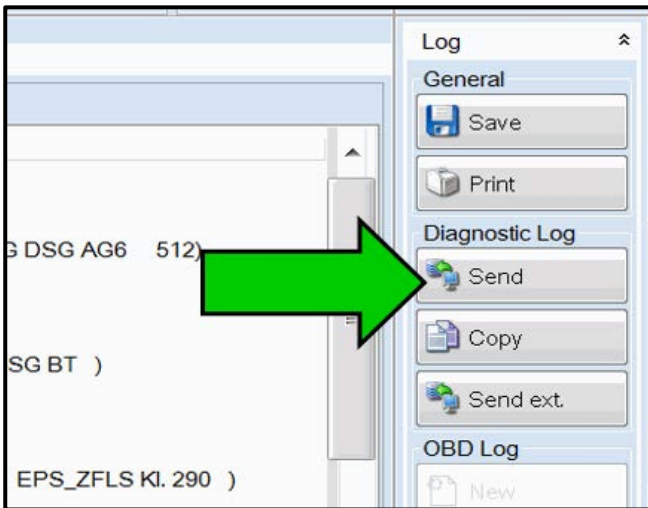
- Select "Accept", and follow the on-screen prompts to complete the flash.



NOTE

- It is **IMPERATIVE** that **ALL** of the ignition cycle on/off delay requests are fulfilled in their entirety during this flash process <arrow 1>.
- Failing to wait for the ignition on/off timing cycle to complete (progress bar and countdown timer <arrow 2>) before cycling the ignition on/off **MAY** damage a control module.
- Damage to control modules as a result of failing to wait the specified time displayed by the progress bar and countdown timer <arrow 2> are **NOT** covered under this action.

- At the end of the diagnostic session, Select "Send" <arrow> and follow the prompt for sending the log on-line.

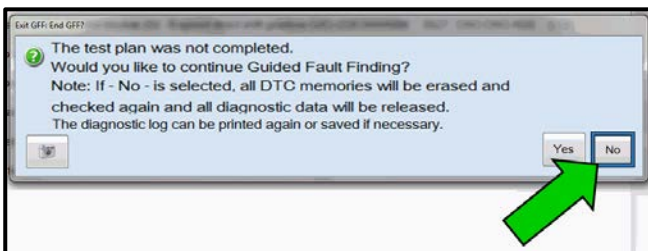


NOTE

RISK of Non-payment!
Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.

TIP

Technicians may find it helpful to also store the log on a USB stick for back-up.



TIP

When exiting GFF, it is important to select "No" <arrow>.

Proceed to Section F.

Section F – Supplemental Vehicle Emissions Control Information Label

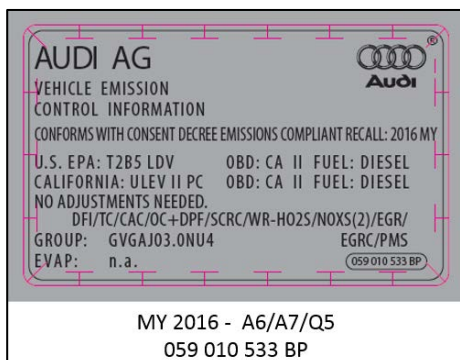
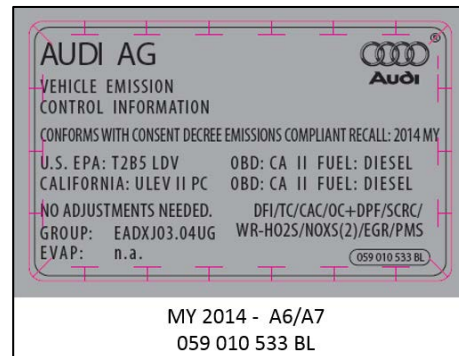
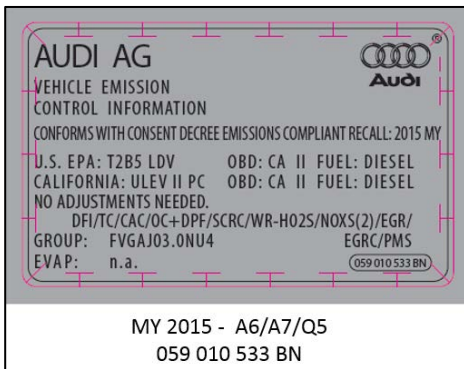
Install Supplemental Vehicle Emissions Control Information Label

TIP

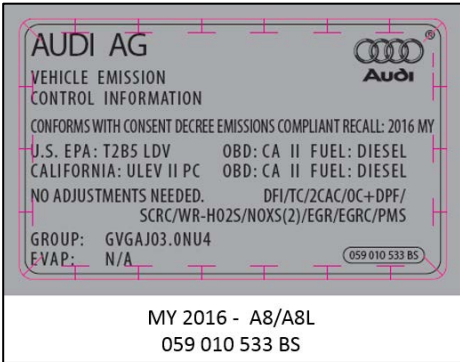
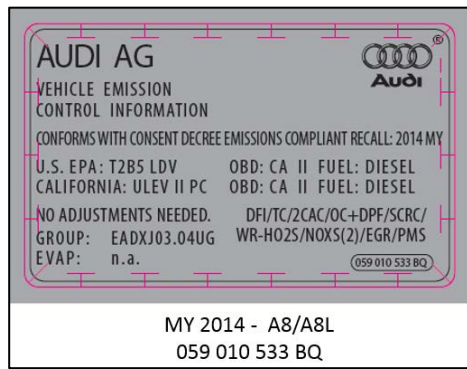
- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Label must be installed in location shown.
- Photo documentation of label installed is required.



Part Description	Vehicle	Part Number	Quantity
Vehicle Emissions Control Information (VECI) Label	MY 2015 A6/A7/Q5	059 010 533 BN	1
	MY 2016 A6/A7/Q5	059 010 533 BP	1
	MY 2015 A8/A8L	059 010 533 BR	1
	MY 2016 A8/A8L	059 010 533 BS	1
	MY 2014 A6/A7	059 010 533 BL	1
	MY 2014 Q5	059 010 533 BM	1
	MY 2014 A8/A8L	059 010 533 BQ	1

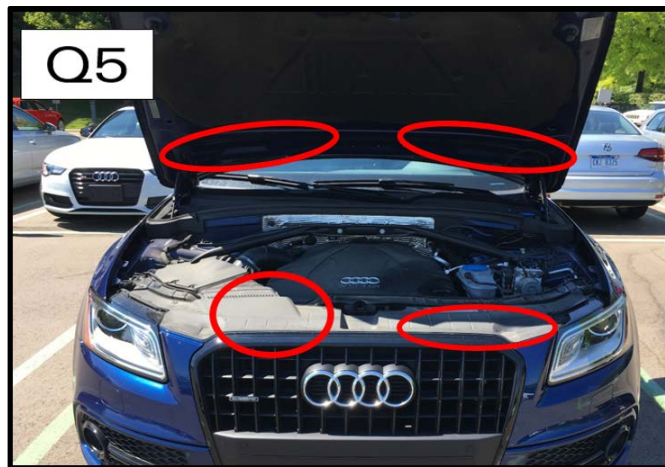


The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Volkswagen dealer. ©2017 Volkswagen Group of America, Inc. and Volkswagen Canada. All Rights Reserved.



- Open the hood.
- Clean the surface where the label is to be installed <circle>.
- Install the supplemental Vehicle Emissions Control Information label, part number according to chart above, in the location shown below.

NOTE
DO NOT Cover existing VECI label!
 New Vehicle Emissions Control Information (VECI) label MUST NOT be placed over original VECI label.



Proceed to Section G

Section G – TDI Recall Proof of Completion Label

TDI RECALL PROOF OF COMPLETION

THE EMISSIONS RECALL REPAIRS INDICATED BELOW WERE COMPLETED ON THIS VEHICLE:

RECALL CODE	3.0L GEN 2 PC – 2015 - 2016 Model Year
DEALER CODE	<input type="checkbox"/> Software Update
REPAIR DATE	<input type="checkbox"/> Lambda Sensor

DO NOT REMOVE OY0000001

4G0 010 023 A

MY 2015 – 2016
4G0 010 023 A

TDI RECALL PROOF OF COMPLETION

THE EMISSIONS RECALL REPAIRS INDICATED BELOW WERE COMPLETED ON THIS VEHICLE:

RECALL CODE	3.0L GEN 2 PC – 2014 Model Year
DEALER CODE	<input type="checkbox"/> Software Update
REPAIR DATE	<input type="checkbox"/> Lambda Sensor
	<input type="checkbox"/> Cylinder Pressure Sensor

DO NOT REMOVE LY0000001

4G0 010 023 B

MY 2014
4G0 010 023 B

Install TDI Recall Proof of Completion Label

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Photo documentation of label installed is required.

- Clean the surface next to the Vehicle Emission Control Information Label where the TDI Recall Proof of Completion label is to be installed.
- Fill out and affix TDI Recall Proof of Completion label, part number:

Vehicle	Label part number
MY 2015 - 2016	4G0 010 023 A
MY 2014	4G0 010 023 B

NOTE

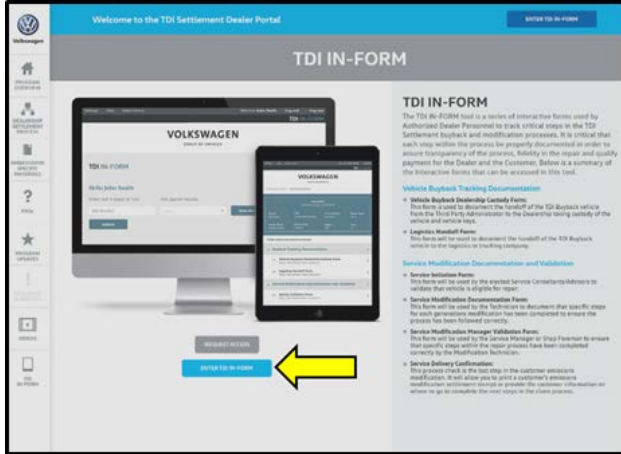
Place the label next to the Vehicle Emission Control Information Label.

- Apply clear overlay (provided)
- Close the hood



Proceed to Section H

Section H – Service Modification Documentation Requirements



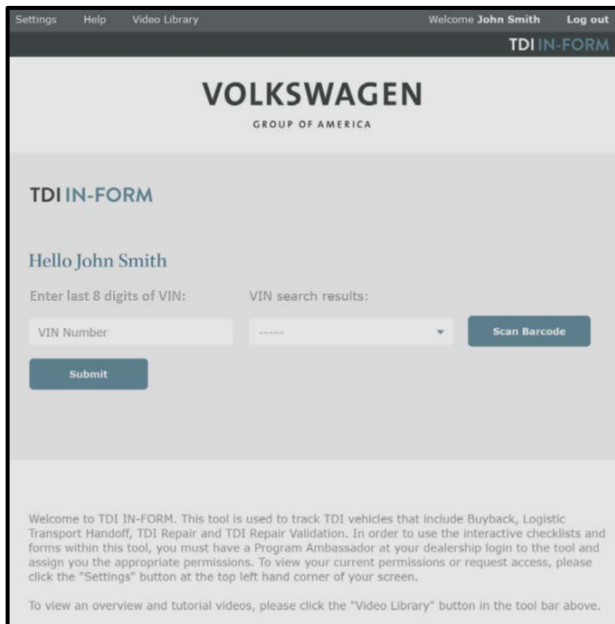
Job Roles Summary:

- *Service Consultant – Initiates validation tool.*
- *Service Technician – Completes service modification requirements.*
- *Manager – Validates the modification was properly completed.*
- *Dealer Representative/Cashier – Prints receipt, fuel economy label and delivers to customer.*
- *Warranty Administrator – Enters claim into the SAGA system.*

TIP

To access the interactive forms go to the TDI Settlement Program microsite on acesaudi.com. Then Select the “TDI IN-FORM” Button from the lower left side of the microsite navigation.

- Enter the “TDI IN-FORM” tool <arrow>.
- Enter the VIN for the vehicle that requires documentation.



TIP

The VIN can be manually typed in or using an iPad or iPhone running iOS 9+, the camera can be used to scan the VIN Barcode.

Please note ambient lighting, camera quality, etc. may impact the effectiveness of the VIN scanning feature.

Settings Help Video Library Welcome John Smith Log out

TDI IN-FORM

VOLKSWAGEN
GROUP OF AMERICA

TDI IN-FORM

Hello John Smith

Enter last 8 digits of VIN: 00000000000000000000 VIN search results: 000000000000000000 - 2013 P

Submit

Welcome to TDI IN-FORM. This tool is used to track TDI vehicles that include Buyback, Logistic Transport Handoff, TDI Repair and TDI Repair Validation. In order to use the interactive checklists and forms within this tool, you must have a Program Ambassador at your dealership login to the tool and assign you the appropriate permissions. To view your current permissions or request access, please click the "Settings" button at the top left hand corner of your screen.

To view an overview and tutorial videos, please click the "Video Library" button in the tool bar above.

TIP

After the VIN has been entered, the system will automatically validate that it is a TDI VIN. This will be indicated by a green check mark that will appear next to the VIN.

- Validate the VIN is correct for the vehicle, then click the "Submit" button

Settings Help Video Library Welcome John Smith Log out

TDI IN-FORM

VOLKSWAGEN
GROUP OF AMERICA

Enter VIN to Start: Interactive Forms

Description:
2013 Passat Sedan 4D SE TDI I4

Brand:	VIN:	Transmission:	Repair Type:
Volkswagen	000000000000000000	Automatic	Gen 2
Dealer Name:	Dealer Code:	Region:	Area:
Anytown Dealer	000000	NER	1A

Please select a form below to continue.

- Buyback Tracking Documentation
- Service Modification Documentation and Validation
 - Service Initiation Form
Status: Not Initiated | Date: Vestibulum
 - Service Modification Documentation Form
 - Service Modification Manager Validation Form
Status: Not Initiated | Date: Vestibulum
 - Service Delivery Confirmation
Status: Not Initiated | Date: Vestibulum

- Select "Service Modification Documentation Form"
- Follow the on-screen prompts completely.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

TIP

Upon completion of the Service Modification Documentation Form, the Manager must validate the repair in the IN-FORM tool.

Proceed to Section I

Section I – 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 (item# AUD4927ENG or AUD4927FRE).

Proceed to Section J

Section J – Parts Return

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 SAGA for Canada.

Work Complete

Appendix A – Warnings and Safety Precautions

WARNING

Note the following when working on the whole exhaust system:

- Danger of eye injury, wear protective eyewear
- Wear gloves (for example rubber gloves, not cloth gloves) and protective eyewear to prevent any harmful contact with the skin and eyes - risk of injury.

WARNING

The reducing agent can cause skin irritation.

- Avoid contact with skin and eyes! Wear protective gloves!
- If reducing agent should get on your skin, wash it off immediately with soap and water.
- If reducing agent gets in your eye, rinse the eye for several minutes with water.
- Never inhale or swallow the reducing agent!
- Should you swallow any reducing agent, rinse your mouth, drink plenty of water and contact a doctor immediately.