

# **Emissions Recall Code: 23V2**

Subject	3.0L TDI Engine – Emissions System Modification
Release Date	July 26, 2018
Affected Vehicles	U.S.A.: 2011-2012 MY Audi Q7 3.0L TDI Generation 1.2
	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.
	✓ Campaign status must show "open."
	<ul> <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>
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 July 26, 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 <u>www.audiusa.com.</u>
Owner Notification	Owner letter examples are included in this bulletin for your reference. Owner notification will take place on or about July 26, 2018.
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.

#### **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. ✓

Service Number	23V2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 1	0	
Causal Indicator	Mark Gen 1.2 Ki	t* as causal	
Vehicle Wash/Loaner	Do not claim veh	icle wash/loaner un	der this action
Criteria I.D.	01		
	Install 3.0L Gen 1.2 Kit, install Glow Plug with Combustion Chamber Pressure Sensor, install NOx Sensor (MY 2011), Top off AdBlue and ***Fuel tank, and **install a supplemental Vehicle Emissions Control Information label and TDI Recall Proof of Completion Label.         ****Fuel must be claimed according to Warranty Circular AWA 18-13.         MY 2011:         Labor operation: 2360 25 99       255 T.U.         Quantity       Part Number       Description         1       4L0298099AX       *Gen 1.2 Kit         1       059907807R       NOx Sensor         Up to 23.0L       See ETKA       AdBlue		
Criteria I.D.	02		
	Install 3.0L Gen 1.2 Kit, install Glow Plug with Combustion Chamber Pressure Sensor, Top off AdBlue and ***Fuel tank, and **install a supplemental Vehicle Emissions Control Information label and TDI Recall Proof of Completion Label.         ***Fuel must be claimed according to Warranty Circular AWA 18-13.         MY 2012:         Labor operation: 2360 26 99       245 T.U.         Quantity       Part Number         Description		
	**Labels are se	nt free of charge. T	They cannot be charged to this campaign.

# **I**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**

Kit	Part Number	Part Description	Quantity
	4L0 254 400 AX	Exhaust Pipe With Catalyst And Adapters (SCR Catalyst with Turbine Mixer)	1
	7L5 253 115 C	Gasket	1
4L0 298 099 AX	1K0 253 141 J	Dual Clamp	1
Gen 1.2 Kit	N 911 308 02	Shouldered Hex Nut	3
All vehicles	N 010 247 13	Replacement Exhaust Stud/Bolt	3
	4H0 131 113 A	Injector For Reduction Agent (DEF Dosing Valve)	1
	3C0 253 725	Retaining Clamp	1
	059 905 061 H	Glow Plug with Combustion Chamber Pressure Sensor (Cylinder Pressure Sensor)	2
N/A	059 907 807 R	NOx Sensor (MY 2011 ONLY)	1
	See ETKA	AdBlue	up to 23.0L

# **Required Labels**

Quantity	Part Description	Part Number	Vehicle		
1	TDI Recall Proof of Completion Label	4L0 010 023 D	MY 2011 Q7		
	OR				
1	TDI Recall Proof of Completion Label	4L0 010 023 C	MY 2012 Q7		
AND					
1	VECI Label	059 010 533 AT	MY 2011 Q7		
OR					
1	VECI Label	059 010 533 BB	MY 2012 Q7		

#### IMPORTANT! Maintaining Your TDI Campaign Label Supply

- SAGA claims count! Warranty Administrators should enter TDI claims promptly to ensure labels can be allocated to support future repairs.
- TDI Labels are allocated daily, free of charge, based on the count of TDI claims entered in SAGA.
- TDI labels cannot be ordered through the Compliance Label Ordering Portal. If you have questions, please email <u>labelrequest@vw.com</u>.

# **Required Tools**





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

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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.

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#### 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.



# **Repair Instruction**

#### **Section A - Check for Previous Repair**



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			Example			

• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

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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 <arrow>.
- Other Open campaign actions must be completed prior to releasing the vehicle to the customer.

#### **Proceed to Section B**

# Section B – Repair Procedure



# **I** 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.



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#### RISK of Non-payment!

Ensure that the "check mark" <arrow> is present prior to beginning any repair.

- Check the Service Initiation Form for the presence of the "check mark" <arrow>.
  - If "check mark" <arrow> is NOT present, DO NOT proceed with any repair.
  - 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 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 do not impose a concern, continue the work procedure.

**I**NOTE

If there are pre-existing conditions such as damage to the intake, exhaust and emissions systems or modifications from original equipment or MIL is illuminated, address these issues prior to this repair. This work is NOT covered by this campaign.

- Check for illumination of the MIL <arrow>.
  - If MIL is not illuminated, continue the work procedure.

#### **I**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

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

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- If the vehicle is equipped with air suspension, vehicle lift mode must be activated before raising vehicle with vehicle jack or hoist so that the air suspension automatic control procedures do not create difficulties.
- Vehicle lift mode is automatically switched off at a speed above 6 mph.



#### If equipped with air suspension:

- Turn on the ignition
- Press "CAR" function button <A>. "adaptive air suspension" main menu appears.
- Press "SETUP" function button. "adaptive air suspension" menu appears.
- Rotate control knob <B> to desired mode (Jacking Mode) and select "ON".



 Carefully remove the engine cover from the 4 bolts <arrow> one after the other. Do not remove the engine cover on one side or in a jerking manner.





- Disconnect the glow plug connector <1> from Cylinder 2 and Cylinder 5 Glow Plug with Combustion Chamber Pressure Sensor (G678) <2>.
- Clean the glow plug ducts in the cylinder head (contaminants must not fall into the cylinder).

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#### Examples for cleaning:

- Extract large contaminants with a vacuum cleaner.
- Spray a brake cleaner or a 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 and Cylinder 5 Glow Plug with Combustion Chamber Pressure Sensors (G678) <2> using Glow Plug Socket - VAS6454.
- Carefully remove the Cylinder 2 and Cylinder 5 Glow Plug with Combustion Chamber Pressure Sensors (G678) by hand or with a hose without bending it.
- Carefully install new Cylinder 2 and Cylinder 5 Glow Plug with Combustion Chamber Pressure Sensors (G678) <2> by hand or with a hose without bending them.

Part Number	Description	Quantity
059905061H	Glow Plug with Combustion Chamber Pressure Sensor	2

- Using Glow Plug Socket VAS6454, tighten to 12
   Nm.
- Reconnect the glow plug connectors <1> from Cylinder 2 and Cylinder 5 Glow Plug with Combustion Chamber Pressure Sensors (G678)
   <2> and make sure they are secure.



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- 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.
- Reinstall the engine cover by first pushing the cover with both hands into the rubber grommets in the rear and then into the rubber grommets in the front.





Remove the NOx #2 sensor <1> from the catalyst pipe.



Figure <B>



Cover the NOx #2 Sensor with a plastic bag (or equivalent) and secure it out of the way with a tie strap (or equivalent) attached through either one of two holes in the rear driveshaft mid-bearing bracket <B>.

Figure <C>





- Loosen the screw <A> and remove the clamp from the Reducing Agent Injector -N474-.
- Leave the electrical connector and the Reducing Agent Injector AdBlue feed line connected at this This will reduce the possibility of time. contaminating the electrical connection with AdBlue.
- Secure the Reducing Agent Injector out of the way with a tie strap (or equivalent).





- Loosen the two nuts on the Dual Clamp <arrows> so the clamp can slide back and forth on the exhaust pipe.
- Leave the clamp in the installed position at this time. This will assist in holding the SCR Catalyst in place while removing the brackets in the next step.

- With the assistance of a second technician, remove the three nuts <A> from the exhaust studs securing the SCR Catalyst to the Diesel Particulate Filter (DPF).
- Remove the bolts from SCR Catalyst brackets at locations <B> and <C> with assistance from second technician to support the SCR Catalyst while the brackets are removed.
- Slide the Dual Clamp <D> towards the rear of the vehicle, and with the assistance of a second technician, remove the SCR Catalyst from the vehicle.
- Remove the Dual Clamp <D> from the exhaust pipe and discard.



**OTC 5057 Clevis Pin Press** 



Scan this QR Code or copy/paste the link below into your internet browser to see a short video explaining this procedure:

https://audiexternal.kzoplatform.com:443/swf/player/356



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Due to corrosion, one or more of the mounting studs may break <arrows> when removing the SCR catalytic converter from the Diesel Particulate Filter (DPF) flange.

**<u>DO NOT</u>** use a hammer and punch, heat, torch, air hammer, or other method to remove the studs from the DPF flange.

Consequential damage to Exhaust Gas Temperature Sensors, Diesel Particulate Filter, AdBlue Injector Feed Line, or any other ancillary components <u>WILL NOT BE</u> <u>COVERED</u> under this action due to damage from heat, impact, or vibration.

- If stud replacement is necessary, <u>IT IS</u> <u>REQUIRED</u> to use a press tool such as the OTC 5057 clevis pin press (or equivalent), or other available screw or hydraulic type clevis/stud press tool to remove all necessary studs from the rear DPF flange.
  - It is advised if one stud breaks that all three studs are pressed out and replaced with the bolts/nuts included in the parts kit.
  - Lubricate the OTC 5057 clevis/stud press tool threads and the press pin contact tip with hot bolt paste or anti-sieze lubricant before each use.
  - For best results, cut any studs that do not break off as close to the flange as possible. Pressing a full length stud increases the chance of bending the stud, which may complicate the removal process.
  - Use a cap from the VAS 6122 Engine Bung Set (or equivalent) to cover the hole in the DPF to eliminate the chance of contaminating of the DPF substrate with metallic particles when cutting the studs.
- Install the replacement bolts and corresponding nuts into the rear DPF flange.

Part Number	Description	Quantity
N 01024713	Replacement Exhaust Bolt	3
N 91130802	Shouldered Hex Nut	3



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Coat the threads on the nuts and exhaust studs/bolts <A> with hot bolt paste prior to installation. Refer to the Parts Catalog.

- Install the new exhaust Dual Clamp onto the exhaust pipe at location <D> and slide the clamp to the rear of the vehicle, but do not tighten.
- With the assistance of a second technician, install the new SCR Catalyst with a new gasket between the SCR Catalyst and DPF <A>. Fit the SCR Catalyst onto the DPF flange studs/bolts and install new nuts and tighten to 23 Nm.
- Slide the Dual Clamp into the installed position on the SCR Catalyst, but do not tighten. This will assist in holding the SCR Catalyst in place while the exhaust system in properly tensioned.
- Install the bolts for the SCR Catalyst brackets <B> and <C> and tighten by hand.

Part Number	Description	Quantity
4L0 254 400 AX	Exhaust Pipe With Catalyst And Adapters	1
1K0 253 141 J	Dual Clamp	1
7L5 253 115 C	Gasket	1
N 911 308 02	Shouldered Hex Nut	3



#### MY 2011 ONLY:

• Loosen the mounting elements <arrows> and move the heat shield to the left.





#### MY 2011 ONLY:

- Remove the nuts <arrows> and remove the NOx Sensor Control Module 2 -J881- and NOx Sensor 2 -G687-.
- Connect the electrical connector <2>.

#### MY 2011 ONLY:

 Install new NOx sensor Control Module 2 -J881-Part number (059 907 807 R) and tighten the nuts to 3.5 Nm.



• Reinstall the heat shield and tighten the mounting elements <arrows>.

#### **Continue for All MY vehicles**

 Install the new (MY 2011) or original (MY 2012) NOx Sensor 2 -G687- <1> and tighten to 50 Nm.



- Tighten the Dual Clamp <A> until there is a slight dragging resistance on both the SCR Catalyst pipe <arrow C> and the rear resonator/muffler pipe <arrow B>, but do not tighten so much that the pipes cannot slide in and out of the Dual Clamp <A>.
- Pretension the rear resonator/muffler hanging straps by pulling the rear resonator/muffler pipe towards the front of the vehicle <arrow B> and pulling the SCR Catalyst pipe towards the rear of the vehicle <arrow C>.



<A> = Rear Resonator Hanging Straps



In order to reduce harmonic vibration, the rear muffler/resonator straps require 12 mm of forward tension, as shown in the sub-photo. Pull forward on the rear muffler/resonator pipe and insert the pipe deeper into the Dual Clamp until this dimension is achieved.

> Once the desired dimension of <a> = 12 mm is achieved, tighten the Dual Clamp to 23 Nm.



Figure <A>



Figure <B and C>



Front Muffler/Resonator hanging strap:  $\langle a \rangle = 4 \text{ mm}$ 

If necessary, loosen the bolts at the forward resonator pipe hanging strap <A> and adjust the bracket until <a> = 4 mm of forward tension.

• Tighten the two hanging strap bolts to 23 Nm.

Left and Right SCR hanging straps:  $\langle a \rangle = 0.00$  mm, install without tension.

If necessary, loosen the bolts at the left and right SCR Cat hanging straps <B and C> and adjust the brackets until <a> = 0.00 mm. The SCR Catalyst hanging straps are installed tension free.

- Tighten the two hanging strap bracket bolts <B> to 60 Nm.
- Tighten the two hanging strap bracket bolts <C> to 23 Nm.
- If necessary, align the tail pipes by first loosening the screw-type clamp <arrow>.









- Align tail pipe to the rear muffler and center the tail pipes into the bumper cover.
- Check distance of left and right tail pipes to bumper.
  - Dimension -x- left = dimension -x- right

• Once the tail pipe is properly aligned to the bumper cover, tighten the screw-type clamps <arrow> to 60 Nm.

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- Lay a cloth below to catch any escaping AdBlue reducing agent.
- Make certain the electrical connector is installed into the new Reducing Agent Injector -N474- before disconnecting the AdBlue reducing agent feed hose. This will reduce the possibility of contaminating the electrical connection with AdBlue.

Part Number	Description	Quantity
4H0 131 113 A	Injector For Reduction Agent	1

- Disconnect the connector <2> from the existing Reducing Agent Injector -N474- <4>.
- Connect the connector <2> to the new Reducing Agent Injector -N474- <4> and set it aside. Make

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. ©2018 Volkswagen Group of America, Inc. All Rights Reserved.







certain the electrical connector is installed into the new Reducing Agent Injector before disconnecting the AdBlue reducing agent feed hose. This will reduce the possibility of contaminating the electrical connection with AdBlue.

- Remove the AdBlue reducing agent feed hose <1> by pressing the release clasps <arrows> and remove the reducing agent hose <1>.
- Connect the AdBlue reducing agent hose <1> to the new Reducing Agent Injector -N474- <4>.
- Install the new Reducing Agent Injector -N474into the SCR Catalyst pipe ensuring that the tabs in the Injector <arrows> fit into the corresponding mounts in the SCR catalytic converter.

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The gasket comes pre-installed on the new Injector. Verify the new gasket is present and seated properly before installation.

• Install a new retaining clamp <A> and tighten the bolt to 5 Nm.

Part Number	Description	Quantity
3C0 253 725	Retaining Clamp	1

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- The adaptation value in the Engine Control Module (ECM) must be adapted with the Vehicle Diagnostic Tester once the reducing agent injector is replaced. Perform the adaptation after all of the required components have been replaced.
- Begin switching off Vehicle Lift Mode by turning on the ignition.
- Press "CAR" function button "adaptive air suspension" main menu appears.
- Press "SETUP" function button "adaptive air suspension" menu appears.
- Rotate control knob to "Vehicle lift mode" and select "OFF" in order to switch off vehicle lift mode.



- Fill the AdBlue tank to maximum fill line.
  - AdBlue filler is located behind the fuel door.
- You will later be required to perform the Reducing Agent Injector -N474- adaption using Vehicle Diagnostic Tester - Guided Functions. You will be prompted to do this after the Flash procedure.

Part Number	Description	Quantity
See ETKA	AdBlue	Up to 23.0L

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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.

- 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)

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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!

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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.







- At this time, refer to the "Alerts" section of ServiceNet 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.
- 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.
- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery jump point and ground jump point.

# **I**NOTE

#### STOP! STOF

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 You MUST also conclude any other operations. 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.













- 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.
- Upon ODIS startup, verify the "Diagnosis" operating mode is selected <as shown>.

# **I**NOTE

#### **KESSY 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.

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Before, during, and after the flash process and control module interrogation phases, any number of instrument cluster warning indicators (glow plug, check engine, brake, ABS, etc) may illuminate, flash, or otherwise turn on and off. It is also possible that other interior or exterior components such as radio/infotainment system, lamps, etc. may turn on and off. This is a normal condition during this process. The illumination of instrument cluster lamps (etc) will cease once the ODIS session has ended and the ODIS diagnostic tool is disconnected from the data port.

- 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>.



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#### 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.



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

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- 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.

# **I**NOTE

#### In the event of a Flash Malfunction!

In the event of a flash error or malfunction, STOP. DO NOT exit the ODIS session, disconnect the scan tool, attempt the flash again, or continue further in the test plan.

Create an ATA ticket and allow the Audi Technicians Helpline to provide direction with flash failures.



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

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#### **RISK of Non-payment!**

Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.

### i) TIP

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

Proceed to Section F.

# Section F – Supplemental Vehicle Emissions Control Information Label



#### Install Supplemental Vehicle Emissions Control Information Label

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- 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.





- Open the hood.
- Clean the surface where the label is to be installed <circle>.
- Install the supplemental Vehicle Emissions Control Information (VECI) label, 059 010 533 AT or 059 010 533 BB (based on vehicle model year), according to the chart below on the underside of the hood or onto the core support as shown. The Supplemental Vehicle Emissions Control Information (VECI) label and TDI Recall Proof of Completion label should be placed next to each other so that a single photograph can capture both labels.
- Be certain the correct model year sticker is placed on the correct model year vehicle.

Vehicle	Label part number
MY 2011	059 010 533 AT
MY 2012	059 010 533 BB

DO NOT Cover ANY existing labels!



Continue to Section G

# Section G – TDI Emissions Modification – Proof of Completion Label







#### Install TDI Emissions Modification Label

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- 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 Emissions Modification Label is to be installed.
- Fill out completely the Recall Code, Dealer Code, and Repair Date.
- Affix the TDI Recall Proof of Completion label part number 4L0 010 023 D or 4L0 010 023 C (based on vehicle model year) and verify that the correct part number is being installed according to chart below onto the underside of the hood or onto the core support. The TDI Recall Proof of Completion label and Supplemental Vehicle Emissions Control Information (VECI) label should be placed next to each other so that a single photograph can capture both labels.
- Be certain the correct model year sticker is placed on the correct model year vehicle.

Vehicle	Label part number
MY 2011	4L0 010 023 D
MY 2012	4L0 010 023 C

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#### DO NOT Cover ANY existing labels!

- Apply clear overlay (provided).
- Close the hood.



Proceed to Section H

### Section H – Service Modification Documentation Requirements



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v		I		
TDIIN-FORM				
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VIN Norther			Bran Barrow	•
And and				
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#### Job Roles Summary:

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

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To access the interactive forms go to the TDI Settlement Program microsite on vwhub.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.

# 

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.



# i 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 <arrow>.

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

# **I** 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.

#### 

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

#### **Continue 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

• 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.

#### **All Work Complete**

# Appendix A – Warnings and Safety Precautions

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#### 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.
- Do not remove the exhaust gas temperature sensor risk of injury.

#### **A** WARNING

#### The reducing agent can cause skin irritation.

- To prevent large amounts of reducing agent from leaking out when opening the metering line, wait for the recirculation process to be completed.
- 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.