




Emissions Service Action

Code: 26N1

Subject	Exhaust Gas Recirculation (EGR) Filter (Parts Catalog Error)																		
Release Date	November 20, 2019																		
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2010</td> <td>2013</td> <td>A3</td> <td>20</td> </tr> <tr> <td>CAN</td> <td>2011</td> <td>2012</td> <td>A3</td> <td>2</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2010	2013	A3	20	CAN	2011	2012	A3	2
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USA	2010	2013	A3	20															
CAN	2011	2012	A3	2															
	<p>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.</p> <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	Due to a parts catalog error, an incorrect emissions related component may have been installed on some vehicles during a past service repair visit. Dealers will inspect and, if needed, replace the component as a proactive measure to ensure continued emissions compliance.																		
Corrective Action	Inspect and, if needed, replace the component as a proactive measure to ensure continued emissions compliance.																		
IMPORTANT! AEM <u>Not</u> Required To Receive This Repair	<p>This action is fully independent of the approved diesel modification recall on affected vehicles. For customer convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification (AEM). Customers do not need to receive the diesel modification (AEM) in order to receive this repair.</p>																		
Parts Information	<table border="1"> <tr> <td>Parts Control Type: Free Order</td> <td>Parts will be managed by Free Order.</td> </tr> <tr> <td>Initial Allocation: (NO)</td> <td>Please reference the Repair Projection Tool (below) to view your potential VIN population.</td> </tr> </table>				Parts Control Type: Free Order	Parts will be managed by Free Order.	Initial Allocation: (NO)	Please reference the Repair Projection Tool (below) to view your potential VIN population.											
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Initial Allocation: (NO)	Please reference the Repair Projection Tool (below) to view your potential VIN population.																		
	<p>Repair Projection Tool (right click to open): </p> <p>Dealers are urged to order parts only to support scheduled customer repairs.</p> <p>Dealers must ensure these customer repairs are scheduled so that the correct parts are on hand at the dealership when the customer presents their vehicle for this service.</p>																		
Code Visibility	On or about November 20, 2019, the campaign code will be applied to the affected vehicles.																		
Owner Notification	Owner notification will take place in November 2019. Owner letter examples are included in this bulletin for your reference.																		
Emissions Campaigns Requirements (CALIFORNIA ONLY)	<p>The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAWU). Order certificates online via the Compliance Label Ordering portal at www.accessaudi.com.</p>																		
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.																		

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

Labels can be ordered at no cost via the Compliance Label Ordering portal at www.accessaudi.com.

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: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	26N1																									
Damage Code	0099																									
Parts Vendor Code	002																									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																									
Causal Indicator	Select labor* as causal for inspection only -OR- Mark EGR filter* as causal part																									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																									
Criteria I.D.	01																									
	<p>Inspect EGR Filter, correct part present, no further work required</p> <p>Labor operation: 2643 01 99* 30 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>3.00</td> <td>1K0825951</td> <td>Hex Socket Head Bolt</td> </tr> </tbody> </table> <p>-OR-</p> <p>Inspect EGR Filter, incorrect part present, replace EGR Filter</p> <p>Labor operation: 2643 19 99 70 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>1K0253120B</td> <td>Pipe (EGR Filter)*</td> </tr> <tr> <td>1.00</td> <td>03G131547H</td> <td>Gasket</td> </tr> <tr> <td>1.00</td> <td>1K0253115AG</td> <td>Gasket</td> </tr> <tr> <td>1.00</td> <td>1K0253725F</td> <td>Clamp</td> </tr> <tr> <td>3.00</td> <td>1K0825951</td> <td>Hex Socket Head Bolt</td> </tr> </tbody> </table>		Quantity	Part Number	Description	3.00	1K0825951	Hex Socket Head Bolt	Quantity	Part Number	Description	1.00	1K0253120B	Pipe (EGR Filter)*	1.00	03G131547H	Gasket	1.00	1K0253115AG	Gasket	1.00	1K0253725F	Clamp	3.00	1K0825951	Hex Socket Head Bolt
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Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

Subject: Emissions Service Action 26N1 - Exhaust Gas Recirculation (EGR) Filter

Dear Audi Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2010-2013 model year Audi A3 TDI vehicles. Our records show that you are the owner of a vehicle affected by this action.

Please note: This action is fully independent of the approved diesel modification recall on your vehicle. For your convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification. You do not need to receive the diesel modification in order to receive this repair.

What is the issue?	Due to a parts catalog error, an incorrect exhaust gas recirculation (EGR) filter may have been installed during a past service repair visit. Audi will inspect and, if necessary, replace the EGR filter as a proactive measure to ensure continued emissions compliance.
What will we do?	Your authorized Audi dealer will inspect and, if necessary, replace the EGR filter. This work will take about one hour to complete and will be performed for you free of charge. 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.
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. 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.
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.
Important information for California Vehicle Owners – <u>California Regulations</u>	California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, please make sure that this campaign is completed prior to the renewal of your vehicle registration , and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. DO NOT MAIL THIS FORM to the DMV, unless requested.
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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Emissions Service Action 26N1 - Exhaust Gas Recirculation (EGR) Filter

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Audi has determined that a defect, which relates to a prescribed emission standard, exists in certain 2011-2012 model year Audi A3 TDI vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a parts catalog error, an incorrect exhaust gas recirculation (EGR) filter may have been installed during a past service repair visit. Audi will inspect and, if necessary, replace the EGR filter as a proactive measure to ensure continued emissions compliance.
- What will we do?** Your authorized Audi dealer will inspect and, if necessary, replace the EGR filter. This work will take about one hour to complete and will be performed for you free of charge. 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.
- 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. On or about November 19, 2019 the necessary repair instructions and parts will be available to your authorized Audi dealer.
- 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 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.

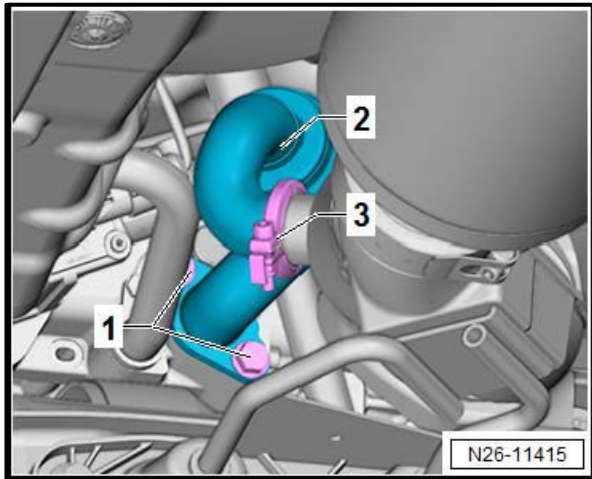
Sincerely,

Audi Customer Protection

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.

Repair Overview



- Inspect, and if necessary, replace EGR Filter <2>.

- Section A - Check for Previous Repair
- Section B - EGR Filter Work Procedure
- Section C - Campaign Completion Stamp
- Section D - Campaign Completion Label
- Section E - Parts Return
- Section F - California Only Requirements

Required Parts

Criteria	Quantity	Part Number	Part Description
01	1	1K0.253.120.B	EGR Filter
	1	03G.131.547.H	Gasket
	1	1K0.253.115.AG	Gasket
	1	1K0.253.725.F	Clamp
	3	1K0.825.951	Bolt – Noise insulation

NOTE

The specified part numbers reflect the status at the start of this service action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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.

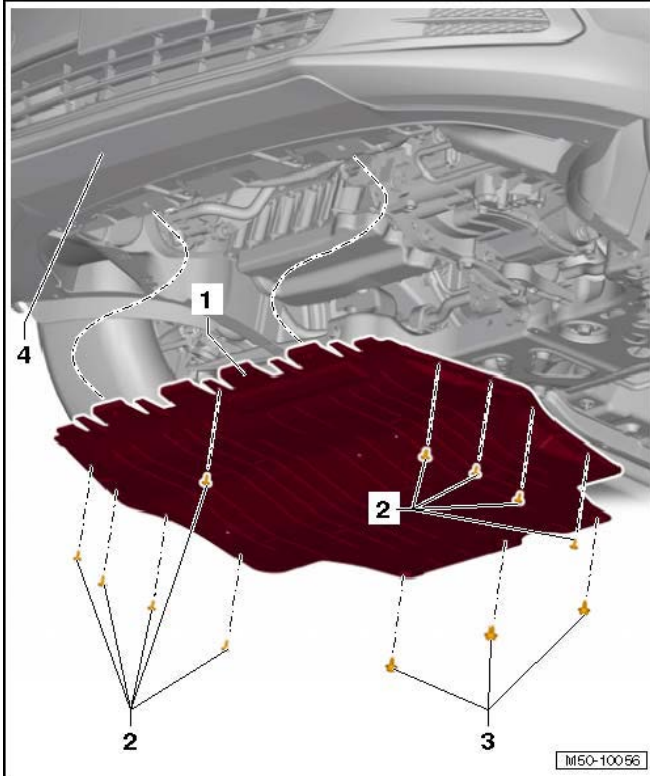
TIP

On the date of repair, print this screen and keep a copy with the repair order.

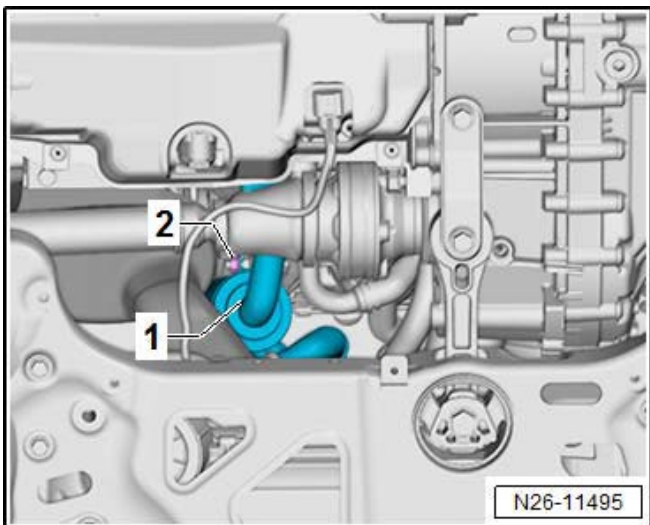
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- All Safety Recalls MUST be completed before starting this Campaign.**

Proceed to Section B

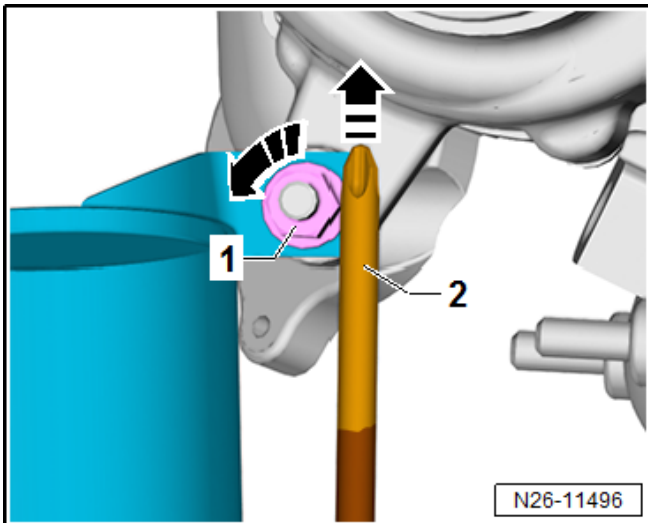
Section B – EGR Filter Work Procedure



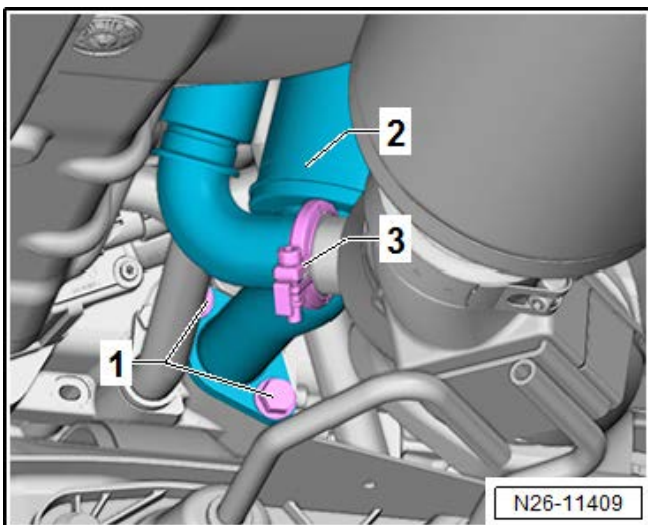
- Remove noise insulation.
- Inspect the EGR Filter part number.
 - If part number **1K0.253.120.B** is present, no further work is required.
 - Reinstall the noise insulation.
 - **Proceed to Section C.**
 - If any other part number is present or if the part number is unknown:
 - **Proceed to the next step and replace the EGR Filter.**



- Remove nut <2> from exhaust gas recirculation filter <1> from below using 13 mm ratchet box wrench.
- Wrap tape around the tip of a long screwdriver.

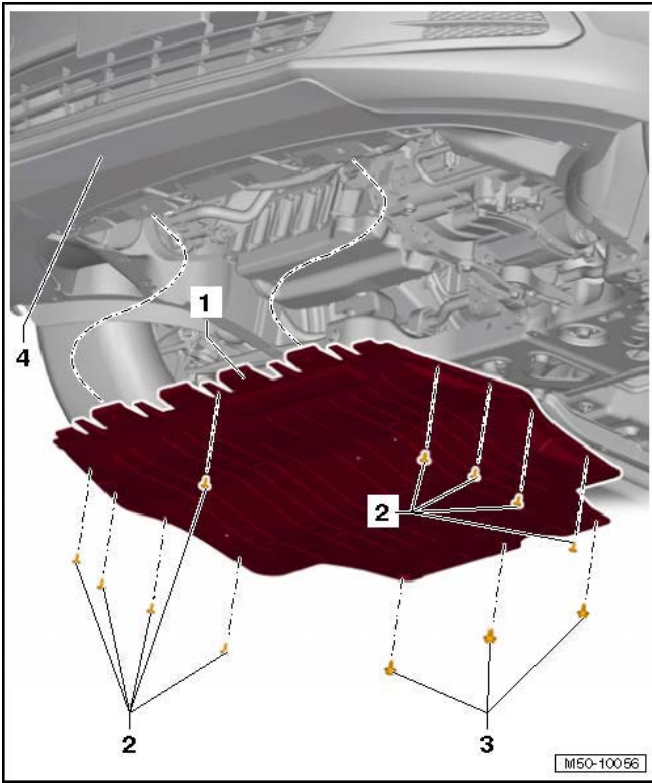


- Apply screwdriver <2> on side of nut <1> and unscrew nut while simultaneously pressing up on nut.



- Remove clamp <3>.
- Remove bolts <1> and remove exhaust gas recirculation filter <2>.
- Install new EGR filter with new seals and clamp in the reverse order of removal.
- Torque bolts <1> to 9 Nm.
- Torque clamp <3> to 3.5 Nm.

Part Number	Description
1K0.253.120.B	EGR Filter
03G.131.547.H	Gasket
1K0.253.115.AG	Gasket
1K0.253.725.F	Clamp



- Install noise insulation in the reverse order of removal.
- Replace bolts <3> and torque to 6 Nm.
- Torque bolts <2> to 2 Nm.

Proceed to Section C

Section C – 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 D**

Section D – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

TIP

Ensure Campaign Completion Label does not cover any existing label(s).

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.

Proceed to Section F (California only).

Section F – California Only Requirements

CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.