

Safety Recall

Code: 27H2



Subject Starter Generator

Release Date May 19, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2020	A6	5,471
CAN	2020	2020	A6	22

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 only valid campaign inquiry & verification source.

- ✓ 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

Moisture may enter the starter generator and lead to an electrical short circuit, which may result in smoldering or potentially a fire.

Corrective Action

Replace the starter generator.

Precautions

Customers are advised:

- ✓ If you notice a burning or smoke odor when driving, contact your closest Audi dealer for assistance.
- ✓ Park your vehicle outdoors if possible until the recall repair can be performed.
- ✓ Do not wash the engine/engine compartment to help avoid moisture coming into contact with the starter generator.

Code Visibility

On March 25, 2020, the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in May 2020. Owner letter examples are included in this bulletin for your reference.

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.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

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

Parts Information

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Initial Allocation:
NO

Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
SN	1	06L-903-018-H	Alternator	VIN to Order
	4	N -107-655-01	Torx screw	VIN to Order
	4	N -910-968-01	Bolt	VIN to Order

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.

IMPORTANT PARTS RETURN INFORMATION

Removed starters must be returned to the designated inspection facility. Starters **MUST** be returned in their as removed from vehicle condition.

Requests for removed starters will be through the normal parts requests channels once the claim has reached approved status in SAGA. Please ensure the starter is returned for proper claim processing.

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	27H2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Alternator* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	SN		
	LABOR		
	Labor Op	Time Units	Description
	2727 19 99	70	Replace starter generator
	PARTS		
	Quantity	Part Number	Description
	1.00	06L903018H	Alternator*
	4.00	N 10765501	Hexagonal socket head screw
	4.00	N 91096801	Hexagon socket oval head bolt

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 20V153

Subject: Safety Recall 27H2 – Starter Generator

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 model year Audi A6 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Moisture may enter the starter generator and lead to an electrical short circuit, which may result in smoldering or potentially a fire.

What will we do? To correct this defect, your authorized Audi dealer will replace the starter generator. This work will take about an 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? Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.

Precautions you should take

- ✓ If you notice a burning or smoke odor when driving, contact your closest Audi dealer for assistance.
- ✓ Park your vehicle outdoors if possible until the recall repair can be performed.
- ✓ Do not wash the engine/engine compartment to help avoid moisture coming into contact with the starter generator.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

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>

Transport Canada Recall: 2020-104

Subject: Safety Recall 27H2 – Starter Generator

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Moisture may enter the starter generator and lead to an electrical short circuit, which may result in smoldering or potentially a fire.

What will we do? To correct this defect, your authorized Audi dealer will replace the starter generator. This work will take about an 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? Please contact your authorized Audi dealer without delay to schedule this recall repair.

Precautions you should take

- ✓ If you notice a burning or smoke odor when driving, contact your closest Audi dealer for assistance.
- ✓ Park your vehicle outdoors if possible until the recall repair can be performed.
- ✓ Do not wash the engine/engine compartment to help avoid moisture coming into contact with the starter generator.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

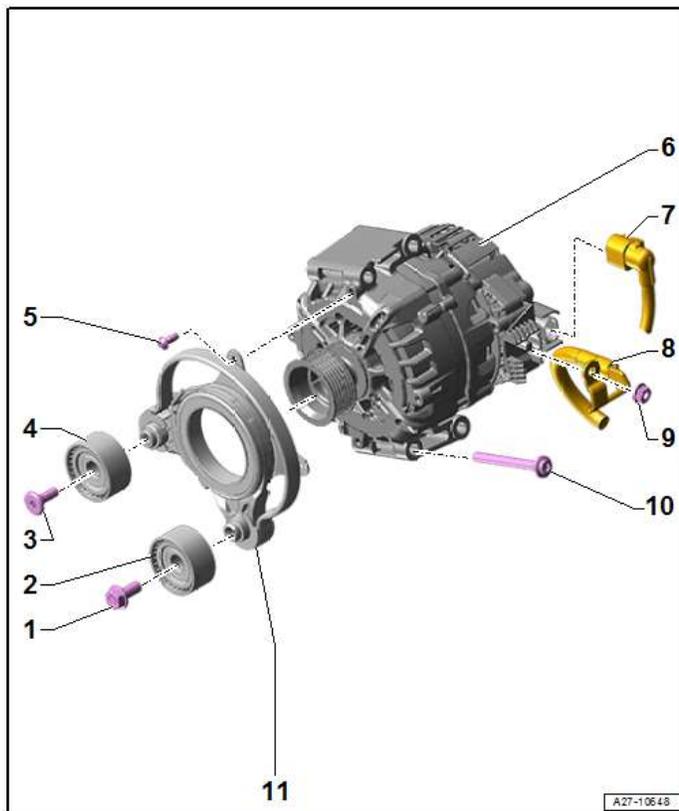
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our “Contact Audi Canada” page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

Repair Overview



- Replace starter generator.

! 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.

Required Tools



Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

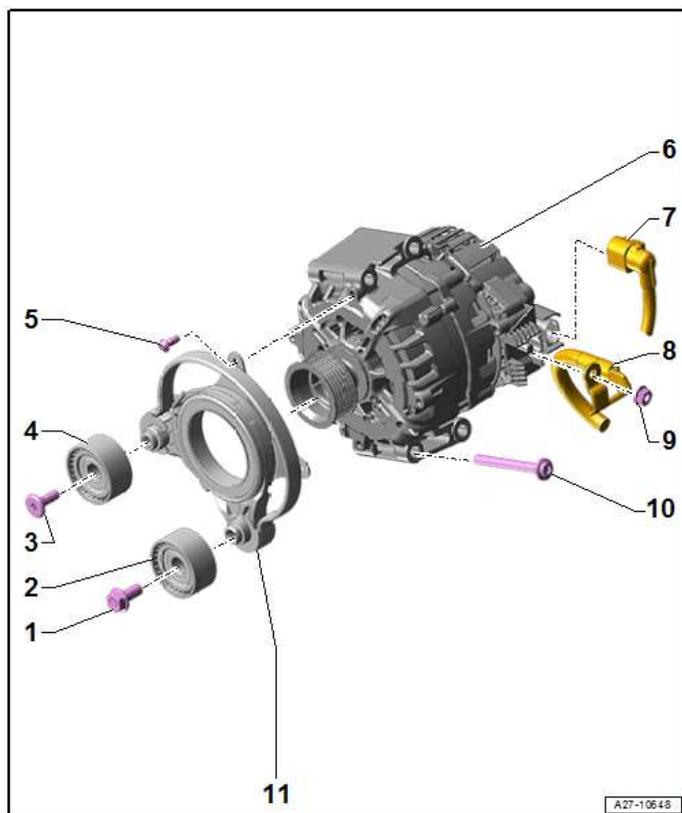
i TIP

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.
- If multiple Campaign/Actions are open, they should be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless directed otherwise).

Proceed to Section B

Section B – Repair Procedure



⚠ WARNING

Refer to all warnings and cautions published in the ELSA Repair Manual.

- Disconnect the battery with ignition switched off:
 - See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Battery > Battery, Disconnecting and Connecting > Battery, Disconnecting and Connecting*
- Remove ribbed belt from starter generator pulley:
 - See ELSA Repair Manual: *Repair manual > Engine > Servicing – 4-Cylinder 2.0L 4V TFSI Engine (EA 888 Generation III) > 13 Crankshaft, Cylinder Block > Cylinder Block, Belt Pulley Side > Ribbed Belt, Removing and Installing*
- Replace starter generator <6>:
 - See ELSA Repair Manual: *Repair manual > Electrical System > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Generator > Generator, Removing and Installing > Starter Generator C29, Removing and Installing, Vehicles with 2.0L TFSI Engine (0K4)*
 - Replace bolts <5> and <10>.

Part Number	Part Position
N -910-968-01	5
N -107-655-01	10

Proceed to Section C.

⚠ IMPORTANT PARTS RETURN INFORMATION

Starters will be requested for return and **MUST** be returned in their as removed from vehicle condition.

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 - 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.