Technical Service Bulletin

21E7 UPDATE – Turbocharger (NVLW)

August 5, 2014

<table>
<thead>
<tr>
<th>Model(s)</th>
<th>Year</th>
<th>VIN Range</th>
<th>Vehicle-Specific Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3</td>
<td>2015</td>
<td>See Campaign/Action screen in Elsa</td>
<td>CNTC (2.0L)</td>
</tr>
</tbody>
</table>

**Condition**

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

On Audi A3 vehicles manufactured within a specific period the turbocharger may fail causing the MIL to illuminate.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the 21E7 code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

**Technical Background**

On Audi A3 vehicles manufactured within a specific period the turbocharger may fail causing the MIL to illuminate.
Service

Removal

Caution
Danger of malfunction caused by dirt.
Observe Clean Working Conditions.

- Drain the coolant.
- Remove the air filter housing.
- Remove the Heated Oxygen Sensor - G39-
- Remove the bolt <2> and the screw-type clamp.
- Remove the nuts <1> and <3> and move the catalytic convert to the side. Ignore item <4>

Note
The installed position is shown in the illustration with the engine removed.
- Loosen the hose clamp <2>.
- Remove bolt <1> and push the left air guide pipe left.

- Disconnect the connector and remove from the ignition coils at the same time.
- Disconnect the connector <arrows>
- Remove the ground wires from the top of each ignition coil.
- Move the wire harness out of the way.

- Remove the bolts <1>, <2> and <3>.
- Remove clamp and hose at position <5>.
- Pivot the coolant pipe to the side.
- Remove the cam adjustment actuator 4 thru 8 by removing the bolts <arrows>

**Note**
Cam Adjustment Actuators seals may be reused.

- Remove the vacuum in the brake booster by pressing the brake pedal repeatedly.
- Remove the vacuum hose from the brake booster.
- Remove the bolts <arrows> and nut <1>.
- Remove the heat shield <2>.
- Loosen the clamp <1> and remove the air guide pipe.

Note
Ignore item <2>

- Remove the bolt <1>.
- Loosen bolt <3>. 
- Disconnect the connectors <1>.
- Remove bolt <4> and move air pipe out of the way.

- Remove the bolts <1> and then remove the connections.
- Remove the bolts <2> and <3>, then remove the oil supply and return line.
- Remove the bolts connecting the coolant supply and return line to the turbocharger.
- Open the hose clamp <arrow>.
- Remove the nuts <arrows>.
- Remove the turbocharger from the cylinder head and remove upwards.

**Installation**

- Install in reverse order of removal and note the following.

**Note**

- Replace the seals, O-rings and the self-locking nuts from parts list below. All other parts do not need to be replaced.

- Coat the turbocharger stud bolts with hot bolt paste.

- Fill the turbocharger with engine oil at the oil supply line connection.

- Hose connections and charge air system hoses must be free of oil and grease before installing.

- Secure all hose connections with hose clamps of the same type as those equipped by the factory.

- Fill the coolant

- Check the oil level.

**Note**

After install the turbocharger, let the engine idle for approximately 1 minute without increasing engine speed. This ensures adequate oil supply to the turbocharger.
## Warranty

### Update Time Requirements/Reimbursement

To ensure prompt and proper payment, be sure to immediately enter the applicable reimbursement code listed below upon completion of the repair work. Claims will be paid only for vehicles that show the **21E7** code in the Elsa Campaign/Action Information screen on the day of repair.

### 21E7 Saga Claim Entry Procedure

Check Elsa to determine whether Update **21E7** is open.

- **Service No.: 21E7**
- **Damage Code:** 0099
- **Parts Manufacturer** - Removed part: 002
- **Claim Type**
  - Sold vehicle = 7 10
  - Unsold vehicle = 7 90

### Saga Accounting Instructions

<table>
<thead>
<tr>
<th>Criteria ID</th>
<th>Repair operation</th>
<th>Labor Operation Number</th>
<th>TU</th>
</tr>
</thead>
<tbody>
<tr>
<td>8V</td>
<td>Turbocharger remove and reinstall</td>
<td>2130 1916</td>
<td>370</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Criteria ID</th>
<th>Part Number</th>
<th>Part Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>8V</td>
<td>06K 145 702 T</td>
<td>Turbocharger <em>(Select as Causal)</em></td>
<td>1.0</td>
</tr>
<tr>
<td></td>
<td>06L 253 039</td>
<td>Gasket</td>
<td>1.0</td>
</tr>
<tr>
<td></td>
<td>WHT 006 113</td>
<td>o-ring</td>
<td>1.0</td>
</tr>
<tr>
<td></td>
<td>WHT 007 210</td>
<td>self-locking nut</td>
<td>4.0</td>
</tr>
<tr>
<td></td>
<td>N 900 672 02</td>
<td>o-ring</td>
<td>1.0</td>
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</tr>
<tr>
<td></td>
<td>G 013A8J1G</td>
<td>Coolant Additive</td>
<td>Up to 1.5</td>
</tr>
<tr>
<td></td>
<td>5Q0 253 115 B</td>
<td>Gasket</td>
<td>1.0</td>
</tr>
<tr>
<td></td>
<td>5Q0 253 725 C</td>
<td>Clamp</td>
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There is no reimbursement for vehicle wash or loaner vehicle.

**If the vehicle is outside of the specified warranty period OR if customer refused repairs.**

- **U.S. dealers:** Submit the request through Audi Warranty Online under the Campaigns/Update option.
- **Canadian dealers:** Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

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<th>Additional Actions</th>
<th>Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any additional required work can be done simultaneously.</th>
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</table>

**Verifying Vehicle Eligibility**

To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment of a claim.*

**Help for Claim Entry**

For questions regarding claim entry, contact Audi Warranty.

**Required Customer Notification**

Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.
Required Parts and Tools

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- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.

- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the 21E7 code open in Elsa. Your order will be reviewed and processed accordingly.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.