

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 17V508

**Subject: Safety Recall 24DF – Engine Control Module (ECM) Software
Certain 2017-2018 Model Year Audi A3 Cabriolet & A3 Sedan with 2.0T
Gasoline Engine and Front Wheel Drive**

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 2017-2018 model year Audi A3 Cabriolet & A3 Sedan with 2.0T gasoline engine and front wheel drive. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
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www.audiusa.com

What is the issue? On certain vehicles, during engine start-up or low RPMs, the engine air/fuel burning stability strategy may not be robust enough. This could cause the system to misinterpret conditions as the dual mass flywheel begins to rotate, which could result in a loss of motive power, increasing the risk of a crash causing injury and/or damage to property.

What will we do? To correct this defect, your authorized Audi dealer will update the engine control module (ECM) software. This work will take about an hour to complete and will be performed for you free of charge.

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 this fault occurs and the vehicle stalls, the red "Engine Stop While Driving" light will illuminate. Refer to the vehicle owner's manual for complete information on vehicle warning lights, and contact your nearest authorized Audi dealer without delay to have your vehicle inspected.

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.

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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