

# Compliance Recall

## Code: 51F5



<b>Subject</b>	<b>Vehicle Safety Certification Label Non-Compliance (Incorrect Vehicle Production Date)</b>
<b>Release Date</b>	June 26, 2017
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2015 MY Audi A3</b> <i>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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><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>
<b>Problem Description</b>	The vehicle safety certification label has an incorrect vehicle production date (month/year) printed on it. This makes the label non-compliant with regulatory requirements.
<b>Corrective Action</b>	Install an overlay label containing the correct vehicle production date.
<b>Parts Information</b>	A supply of overlay labels will be sent to dealers with affected inventory. Additional overlay labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) and criteria you are ordering for available when you place your order.
<b>Code Visibility</b>	On or about June 26, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about June 26, 2017, this campaign code will show open on affected vehicles in Elsa. On or about June 26, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .
<b>Owner Notification</b>	Owner notification will take place in June 2017. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b> <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b> <b><u>New Vehicles in Dealer Inventory:</u> 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.</b> <b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b> Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u>

### 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 request through Audi Warranty Online under the *Campaigns/Update/Recall Closure* option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	51F5		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01 (U.S.A.)		
	Install Vehicle Safety Certification Label Overlay Labor operation: 5101 23 99 10 T.U.		
	<b>OUTSIDE MATERIAL</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	4L0000279_01	Label Overlay "MFG. BY AUDI AG 11 13" – U.S.A. Only
			<b>Amount</b> \$15.00 USD
<b>Criteria I.D.</b>	02 (U.S.A.)		
	Install Vehicle Safety Certification Label Overlay Labor operation: 5101 23 99 10 T.U.		
	<b>OUTSIDE MATERIAL</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	4L0000279_02	Label Overlay "MFG. BY AUDI AG 12 13" – U.S.A. Only
			<b>Amount</b> \$15.00 USD
<b>Criteria I.D.</b>	03 (U.S.A.)		
	Install Vehicle Safety Certification Label Overlay Labor operation: 5101 23 99 10 T.U.		
	<b>OUTSIDE MATERIAL</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1	4L0000279_03	Label Overlay "MFG. BY AUDI AG 01 14" – U.S.A. Only
			<b>Amount</b> \$15.00 USD

<b>Criteria I.D.</b>	02 (Canada)			
	Install Vehicle Safety Certification Label Overlay Labor operation: 5101 23 99 10 T.U.			
	<b>OUTSIDE MATERIAL</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>	<b>Amount</b>
	1	4L0000279_2C	Label Overlay "MFG. BY AUDI AG 12 13" – Canada Only	\$20.00 CAD
<b>Criteria I.D.</b>	03 (Canada)			
	Install Vehicle Safety Certification Label Overlay Labor operation: 5101 23 99 10 T.U.			
	<b>OUTSIDE MATERIAL</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>	<b>Amount</b>
	1	4L0000279_3C	Label Overlay "MFG. BY AUDI AG 01 14" – Canada Only	\$20.00 CAD
<b>Criteria I.D.</b>	04 (Canada)			
	Install Vehicle Safety Certification Label Overlay Labor operation: 5101 23 99 10 T.U.			
	<b>OUTSIDE MATERIAL</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>	<b>Amount</b>
	1	4L0000279_4C	Label Overlay "MFG. BY AUDI AG 02 14" – Canada Only	\$20.00 CAD

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 17V280

**Subject: Compliance Recall 51F5 – Vehicle Safety Certification Label Non-Compliance (Incorrect Vehicle Production Date)  
Certain 2015 Model Year Audi A3**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that the vehicle safety certification label on certain 2015 model year Audi A3 vehicles fails to conform to regulatory requirements. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The vehicle safety certification label has an incorrect vehicle production date (month/year) printed on it. This makes the label non-compliant with regulatory requirements. In the event of a vehicle safety recall, an incorrect production date may prevent owners from determining if the recall affects them, increasing their risk of injury or a crash.

**What will we do?** To correct this noncompliance, your authorized Audi dealer will install an overlay label with the correct month and year of production onto the existing vehicle safety certification label. This work will take just a few minutes 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](http://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, 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](http://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](http://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:** <VIN>

**Subject: Compliance Recall 51F5 – Vehicle Safety Certification Label Non-Compliance (Incorrect Vehicle Production Date)  
Certain 2015 Model Year Audi A3**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that the vehicle safety certification label on certain 2015 model year Audi A3 vehicles fails to conform to regulatory requirements. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The vehicle safety certification label has an incorrect vehicle production date (month/year) printed on it. This makes the label non-compliant with regulatory requirements. In the event of a vehicle safety recall, an incorrect production date may prevent owners from determining if the recall affects them, increasing their risk of injury or a crash.

**What will we do?** To correct this noncompliance, your authorized Audi dealer will install an overlay label with the correct month and year of production onto the existing vehicle safety certification label. This work will take just a few minutes 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.

**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 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](http://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

**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**

**U.S.A. Only:**

<u>Criteria</u>	<u>Part Number</u>	<u>Quantity</u>	<u>Part Description</u>
01	4L0000279_01	1	Label Overlay "MFG. BY AUDI AG 11 13" – U.S.A. Only
02	4L0000279_02		Label Overlay "MFG. BY AUDI AG 12 13" – U.S.A. Only
03	4L0000279_03		Label Overlay "MFG. BY AUDI AG 01 14" – U.S.A. Only

- Additional labels can be ordered through the Compliance Label Ordering Portal on [vwHub.com](http://vwHub.com).

**Canada Only:**

<u>Criteria</u>	<u>Part Number</u>	<u>Quantity</u>	<u>Part Description</u>
02	4L0000279_2C	1	Label Overlay "MFG. BY AUDI AG 12 13" – Canada Only
03	4L0000279_3C		Label Overlay "MFG. BY AUDI AG 01 14" – Canada Only
04	4L0000279_4C		Label Overlay "MFG. BY AUDI AG 02 14" – Canada Only

- Additional labels can be ordered through the Compliance Label Ordering Portal on [vwHub.com](http://vwHub.com).

## 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.

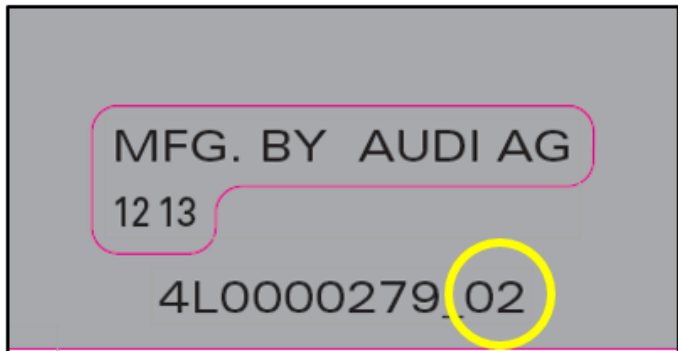
**USA vehicles, Proceed to Section B**

**Canada vehicles, Proceed to Section C**

## Section B – Repair Procedure – USA Only

### NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



### WARNING

Prior to affixing this label to the vehicle, verify that criteria on label matches criteria shown in Elsa for the vehicle.

### NOTE

- Individual labels can be identified by criteria. The applicable criteria is part of the label part number found on each label <circle>.
- The label overlay **MUST NOT** cover any other vehicle information.





- Open driver side door.
- Locate the Vehicle Safety Certification Label on the driver side B pillar <as shown>.
- Clean the Vehicle Safety Certification Label and surrounding area as necessary to remove any dirt or debris.
- Remove the paper backing from the label overlay, align the label overlay where shown, and apply the label overlay to the vehicle.

Criteria	Part Number	Part Description
01	4L0000279_01	Label Overlay
02	4L0000279_02	
03	4L0000279_03	

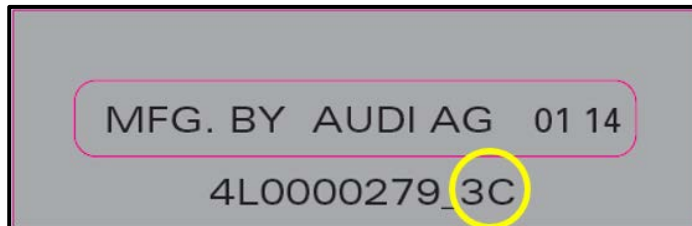
! NOTE
The label overlay <b>MUST NOT</b> cover any other vehicle information.

**Proceed to Section D**

## Section C – Repair Procedure – Canada Only

### NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.

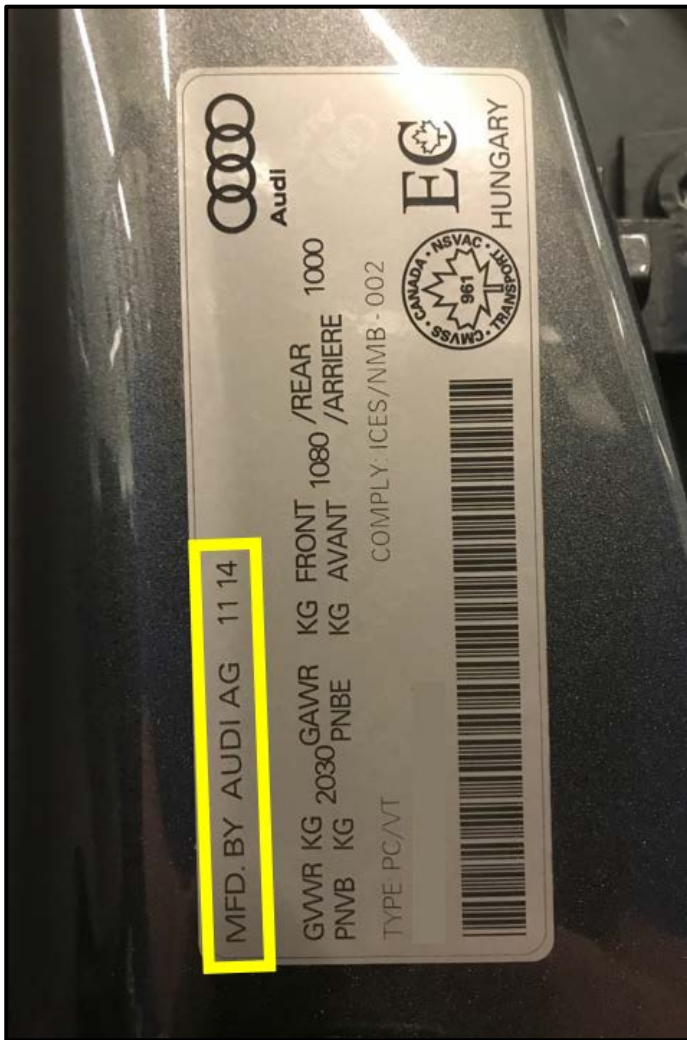


### WARNING

Prior to affixing this label to the vehicle, verify that criteria on label matches criteria shown in Elsa for the vehicle.

### NOTE

- Individual labels can be identified by criteria. The applicable criteria is part of the label part number found on each label <circle>.
- The label overlay **MUST NOT** cover any other vehicle information.



- Open driver side door.
- Locate the Vehicle Safety Certification Label on the driver side B pillar <as shown>.
- Clean the Vehicle Safety Certification Label and surrounding area as necessary to remove any dirt or debris.
- Remove the paper backing from the label overlay, align the label overlay where shown, and apply the label overlay to the vehicle.

Criteria	Part Number	Part Description
02	4L0000279_2C	Label Overlay
03	4L0000279_3C	
04	4L0000279_4C	

**NOTE**

The label overlay **MUST NOT** cover any other vehicle information.

**Proceed to Section D**

## Section D – 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.

**ALL WORK IS COMPLETE**