

# Compliance Recall

## Code: 941L



<b>Subject</b>	<b>Headlamp Control Unit Software</b>																													
<b>Document History</b>	<table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Date</th> <th colspan="4" style="background-color: #c00000; color: white;">Summary</th> </tr> </thead> <tbody> <tr> <td>05/29/2024</td> <td colspan="4">Original publication</td> </tr> </tbody> </table>					Date	Summary				05/29/2024	Original publication																		
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<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th style="background-color: #c00000; color: white;">Country</th> <th style="background-color: #c00000; color: white;">Beginning Model Year</th> <th style="background-color: #c00000; color: white;">Ending Model Year</th> <th style="background-color: #c00000; color: white;">Vehicle</th> <th style="background-color: #c00000; color: white;">Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2022</td> <td>2024</td> <td>Q4 SPORTBACK E-TRON</td> <td>3,683</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2024</td> <td>Q4 E-TRON</td> <td>14,114</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2024</td> <td>Q4 SPORTBACK E-TRON</td> <td>236</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2024</td> <td>Q4 E-TRON</td> <td>4,756</td> </tr> </tbody> </table> <p><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></p> <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>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2024	Q4 SPORTBACK E-TRON	3,683	USA	2022	2024	Q4 E-TRON	14,114	CAN	2022	2024	Q4 SPORTBACK E-TRON	236	CAN	2022	2024	Q4 E-TRON	4,756
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<b>Problem Description</b>	<p>Affected vehicles were equipped with headlight control module software intended for the EU market that may not comply with U.S. and Canada regulatory requirements. The software exhibits ECE-compliant lighting behavior intended for other markets that affects the parking lamp performance when the headlights are turned on and turn signals are activated. There is no loss of low beam, high beam, turn signal, or hazard functionality.</p> <p>Vehicles with unintended parking lamp performance during turn signal operation may have reduced conspicuity to other vehicles, which may increase the risk of a crash.</p>																													
<b>Corrective Action</b>	Update the affected control unit with a new data set.																													
<b>Code Visibility</b>	On or about May 29, 2024, the campaign code will be applied to affected vehicles.																													
<b>Owner Notification</b>	Owner notification will take place in June 2024. Owner letter examples are included in this bulletin for your reference.																													
<b>Additional Information</b>	<p><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></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><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></p> <p><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></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>																													

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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.

<b>Service Number</b>	941L		
<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>	Li		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0150 00 10	SEE ELSA	GFF/Guided Functions ( <i>setup + battery charger</i> )
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided Functions ( <i>SVM update + document BCI #</i> )

## 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:** 24V361

**Subject: Compliance Recall 941L – Headlamp Control Unit Software**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2022-2024 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS") 108 - *Lamps, reflective devices, and associated equipment*. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Affected vehicles were equipped with headlight control module software intended for the EU market that may not comply with Federal Motor Vehicle Safety Standard ("FMVSS") 108 - *Lamps, reflective devices, and associated equipment*. The software exhibits ECE-compliant lighting behavior intended for other markets that affects the parking lamp performance when the headlights are turned on and turn signals are activated. There is no loss of low beam, high beam, turn signal, or hazard functionality. Vehicles with unintended parking lamp performance during turn signal operation may have reduced conspicuity to other vehicles, which may increase the risk of crash.

### **What will we do?**

To correct this noncompliance, your authorized Audi dealer will update the affected control unit with a new data set. 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 work, 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 work. 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.

### **Additional Information**

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).
- 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>.
- 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).

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:** 2024 - 287

**Subject: Compliance Recall 941L – Headlamp Control Unit Software**

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 be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance 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?**

Affected vehicles were equipped with headlight control module software intended for the EU market that may not comply with Canada Motor Vehicle Safety Standard ("CMVSS") 108, *Lamps, Reflective Devices, and Associated Equipment*. The software exhibits ECE-compliant lighting behavior intended for other markets that affects the parking lamp performance when the headlights are turned on and turn signals are activated. There is no loss of low beam, high beam, turn signal, or hazard functionality. Vehicles with unintended parking lamp performance during turn signal operation may have reduced conspicuity to other vehicles, which may increase the risk of crash.

### **What will we do?**

To correct this noncompliance, your authorized Audi dealer will update the affected control unit with a new data set. 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 work, 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 work.

### **Additional Information**

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, 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

## Required Tools



Battery Tester/Charger  
-VAS5908-  
(or equivalent charger with  
a current rating of at least  
90A)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
← <b>3</b>	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.

#### 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.

#### CRITICAL REPAIR STEP



If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- Proceed to Section B

#### 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

## Section B – Light Control Module Software Update

### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Current ODIS Service Version” circular found in Elsa2Go Service References.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts (or higher, if directed in the work instructions) for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or Wi-Fi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

### NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

### WARNING

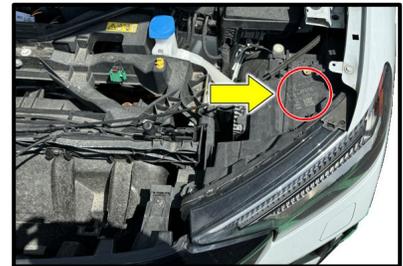
Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

## IMPORTANT

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions* for the US, or 2037026: *Working with the Software Version Management (SVM)* for Canada.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

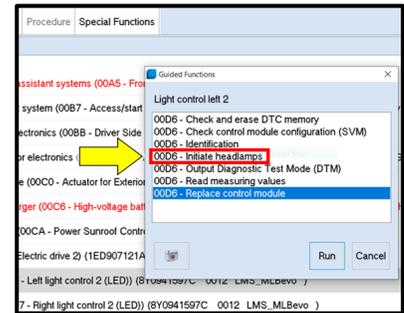
- Connect battery charger.
- Switch off all consumers, air conditioning, heater blower motor, lights, heated seats, etc.
- Ensure the latest version of ODIS is downloaded.
- Ensure diagnostic head is connected to ODIS tester via USB cable.
- Move selector lever to P.
- Use operating mode, **DIAGNOSIS**.
- Select “Special Functions”.
- Select “SVM – Code Input”.
- Enter SVM code **941LA016** and follow the on-screen prompts.
- After the SVM has completed, locate the “BCI” numbers on the top of **both** headlamp assemblies <arrow>.



- Record the “BCI” number <arrow> from both headlamp assemblies.



- Under Guided Functions for DA 00D6 and DA 00D7, perform the test plans for “00D6 – Initiate headlamps” and “00D7 – Initiate headlamps”.
  - DA 00D6 = Driver side headlight.
  - DA 00D7 = Passenger side headlight.
- Follow the on-screen prompts and enter the BCI numbers when asked by the test plan.
  - When the test plan asks if any components were replaced, select the option for “No”.
- Clear the fault memory by exiting the GFF session.
- When exiting GFF, ensure the diagnostic log is sent to GFF Paperless.



**Proceed to Section C**

## Section C – Campaign 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 (item# AUD4927ENG or AUD4927FRE).