

**Audi of America, Inc.**



Audi of America, Inc.  
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[www.audiusa.com](http://www.audiusa.com)

Date: September 2012  
Subject: Emissions Service Action 24X4  
ECM Programming – Pre-Catalyst O2 Sensors  
2008 MY Audi S6 and S8

Dear Audi Dealer Principal, Service Manager, and Parts Manager:

We would like to inform you of Emissions Service Action 24X4. Please refer to the attached Campaign Data Sheet for additional information.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Product Compliance

Attachment: Campaign Data Sheet (1)



**Audi**

## CAMPAIGN DATA SHEET

<b>CAMPAIGN TYPE</b>		<b>EMISSIONS SERVICE ACTION</b>
<b>SAGA CODE</b>		24X4
<b>MARKET(S)</b>		United States and Canada
<b>AFFECTED VEHICLES</b>		2008 MY Audi S6 and S8
<b>TOPIC</b>		ECM Programming – Pre-Catalyst O2 Sensors
<b>PROBLEM DESCRIPTION</b>		Existing ECM programming for the pre-catalyst O2 sensors may cause an O2 sensor to become damaged over time, resulting in a MIL-on condition. If the MIL is on because of this issue, the vehicle may not pass an IM (emissions) inspection.
<b>CORRECTIVE ACTION</b>		Update the ECM programming.
<b>CUSTOMER NOTIFICATION DATE</b>		September 11, 2012
<b>ELSAWEB VISIBILITY DATE</b>		September 11, 2012
<b>AIM VISIBILITY DATE</b>		September 11, 2012
<b>VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA:</b> Approximately 1,311 <b>Canada:</b> Approximately 96
	<b>DEALER INVENTORY</b>	<b>USA:</b> None <b>Canada:</b> None
	<b>CPO INVENTORY</b>	<b>USA:</b> Approximately 5 <b>Canada:</b> None
<b>APPROXIMATE REPAIR TIME</b>		One (1) hour
<b>SPECIAL TOOLS NEEDED?</b>		NONE
<b>PARTS REQUIRED</b>		NONE
<b>INITIAL PARTS ALLOCATION DATE</b>		NONE
<b>TECHNICIAN TRAINING REQUIRED?</b>		SEE CAMPAIGN CIRCULAR WORK INSTRUCTIONS
<b>ADDITIONAL INFORMATION</b>		<ul style="list-style-type: none"><li>• Requirements for Emissions Campaigns Having Customer Notification (California Only)</li><li>• Campaign Completion Labeling Requirement – Emissions Service Actions</li></ul> <p><b>Please see campaign circular for additional information.</b></p>

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



## Frequently Asked Questions (FAQ) Customer Satisfaction Campaign 24X4

### SUMMARY

- **Campaign Code:** 24X4
- **Launch Date:**
- **Code Visibility Date:**
- **Customer Notification Date:**
- **Circular Release Date:**
- **Allocation List Release Date:**
- **Campaign Expiration Date:** August 31, 2014
- **Affected Vehicles:**  
United States & Canada: 2008 MY Audi S6 and S8

**Number of Vehicles Affected:**

USA: approximately

Canada: approximately

**Problem Description:** Existing ECM programming for the pre-catalyst O2 sensors may cause an O2 sensor to become damaged over time, resulting in a MIL-on condition. If the MIL is on because of this issue, the vehicle may not pass an IM (emissions) inspection.

**Corrective Action:** Update the ECM programming.

### Why is Audi launching this action?

If the MIL comes on, a vehicle may not pass an IM (emissions) inspection.

### Are there any special requirements that dealers must be aware of when performing this campaign?

Yes.

- **Campaign Completion Labeling Guidelines:** Vehicles repaired under this action are required to be identified with a Campaign Completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.accessaudi.com](http://www.accessaudi.com).
- **Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY):** The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.accessaudi.com](http://www.accessaudi.com).

**NOTE:** Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

- If the ECM in an affected vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

#### IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

**Is a loaner vehicle being covered under this action?**

Loaner vehicles are not covered under this action. Customers requiring a loaner vehicle should be covered under the existing alternative transportation program.

**Is towing being covered under this action?**

No.

**What is the customer notification plan?**

Customer notification is anticipated to take place on or about September 11, 2012

**Who should dealers contact if they have additional questions?**

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

**IMPORTANT!**

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please contact Warranty.



Audi

# Emissions Service Action

Code: 24X4

Subject: 2008 MY Audi S6 and S8

ECM Programming - Pre-Catalyst O2 Sensors

September 11, 2012

### Problem Description

Existing ECM programming for the pre-catalyst O2 sensors may cause an O2 sensor to become damaged over time, resulting in a MIL-on condition. If the MIL is on because of this issue, the vehicle may not pass an IM (emissions) inspection.

### Corrective Action

Update ECM programming.

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

#### **U.S.A.**

##### **2008 Audi S6**

WAUPN94E\_8N000645 - WAUPN94E\_8N017610

August 09, 2007 – May 13, 2008

##### **2008 Audi S8**

WAUDN\_4F\_8N000603 - WAUDN\_4F\_8N185466

January 06, 2007 – October 17, 2008

#### **CANADA**

##### **2008 Audi S6**

WAUPN94E\_8N001161 - WAUPN94E\_8N016256

September 18, 2007 – April 21, 2008

##### **2008 Audi S8**

WAUDN\_4F\_8N006100 - WAUDN\_4F\_8N182150

June 13, 2007 – September 13, 2008

**NOTE:** The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.

### Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on AccessAudi on or about September 11, 2012. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Due to the small number of pre-catalyst O2 sensor replacements expected, there will be no parts allocated for this action. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Owner Notification Mailing

On or about September 11, 2012, Audi will notify all known owners of affected vehicles by first class mail. A sample copy of the owner letter is enclosed.

### Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at [www.accessaudi.com](http://www.accessaudi.com).

**NOTE:** Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

### Campaign Completion Labeling Guidelines

Vehicles repaired under this action are required to be identified with a Campaign Completion label when the work is performed. It is mandatory for all dealers in the United States and Canada to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. Labels can be ordered at no cost online via the Compliance Label Ordering portal at [www.accessaudi.com](http://www.accessaudi.com).

### Modifications, Damage or Aftermarket Parts in Campaign Area

Reference Audi Campaign and Update Policies and Procedures, page 27, section 3.20.

### **Claim Entry Procedure**

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

## **Saga Claim Entry Procedure**

Check ElsaWeb to determine whether the campaign is open.

**Service No.: 24X4**

**Damage Code: 0099**

### **Parts Manufacturer**

Removed part: Use vendor code 002

### **ClaimType**

Sold vehicle = 7 10

Unsold vehicle = 7 90

### **Accounting Instructions**

#### **Criteria S6 and S8**

Perform Software Update

**Repair operation: 2470 25 99      50TU**

*There is NO reimbursement for Vehicle Wash or Loaner*

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### **If customer refused repairs**

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Customer Letter Example (United States) – Non-California

<MONTH YEAR>  
<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Emissions Service Action 24X4/L2  
ECM Programming – Pre-Catalyst O2 Sensors  
2008 Model Year Audi S6 and S8**

Dear Audi Owner:

Our records show that your vehicle was built within the production date range of vehicles that may experience an emissions-related issue.

### **What is the problem?**

Affected vehicles may have existing Engine Control Module (ECM) programming for the pre-catalyst O2 sensors that may cause an O2 sensor to become damaged over time, resulting in the Malfunction Indicator Light (MIL) to come on. If the MIL is on because of this issue, your vehicle may not pass an emissions inspection (I/M test) in some states.

### **What will Audi do?**

At no cost to you, we will inspect and, if necessary, update the ECM software in your vehicle. This repair will take about one hour. Please keep in mind that your dealer may need additional time for the preparation of the update, as well as to accommodate their daily workshop schedule.

**IMPORTANT! Please note that if the ECM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.**

### **Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### **Have You Changed Your Address Or Sold The Vehicle?**

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously incurred out-of-pocket expenses due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Service Help from Us**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.  
Attn: Customer Experience (24X4/L2)  
3800 Hamlin Road  
Auburn Hills, MI 48326  
1-800-253-2834*

We also invite you to visit our website at [www.audiusa.com](http://www.audiusa.com) where you can check to see if this or any other action may be open on your vehicle.

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

Sincerely,

Audi Product Compliance

## Customer Letter Example (United States) – CALIFORNIA

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24X4/L2  
ECM Programming – Pre-Catalyst O2 Sensors  
2008 Model Year Audi S6 and S8**

Dear Audi Owner:

Our records show that your vehicle was built within the production date range of vehicles that may experience an emissions-related issue.

### What is the problem?

Affected vehicles may have existing Engine Control Module (ECM) programming for the pre-catalyst O2 sensors that may cause an O2 sensor to become damaged over time, resulting in the Malfunction Indicator Light (MIL) to come on. If the MIL is on because of this issue, your vehicle may not pass an emissions inspection (I/M test) in some states.

### What will Audi do?

At no cost to you, we will inspect and, if necessary, update the ECM software in your vehicle. This repair will take about one hour. We encourage you to contact your authorized Audi dealer and arrange for an appointment at your earliest convenience. Please keep in mind that your dealer may need additional time for the preparation of the update, as well as to accommodate their daily workshop schedule.

**IMPORTANT! Please note that if the ECM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.**

## IMPORTANT INFORMATION FOR CALIFORNIA VEHICLE OWNERS

### California Regulations

California regulations require that this campaign be completed prior to the time that you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed “Proof of Correction” certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed Proof of Correction” certificate with your vehicle records. **DO NOT MAIL THIS FORM to the DMV, unless requested.**

### Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### Reimbursement of Expenses

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*Audi of America, Inc.  
Attn: Customer Experience (24X4/L2)  
3800 Hamlin Road  
Auburn Hills, MI 48326  
1-800-253-2834*

We also invite you to visit our website at [www.audiusa.com](http://www.audiusa.com) where you can check to see if this or any other action may be open on your vehicle.

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

Sincerely,

Audi Product Compliance

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2012 Audi of America LLC and Audi Canada. All Rights Reserved.



## Customer Letter Example (Canada)

Vehicle Identification Number (VIN): <VIN>

**Subject: Emissions Service Action 24X4/L2  
ECM Programming – Pre-Catalyst O2 Sensors  
2008 Model Year Audi S6 and S8**

Dear Audi Owner:

Our records show that your vehicle was built within the production date range of vehicles that may experience an emissions-related issue.

### **What is the problem?**

Affected vehicles may have existing Engine Control Module (ECM) programming for the pre-catalyst O2 sensors that may cause an O2 sensor to become damaged over time, resulting in the Malfunction Indicator Light (MIL) to come on. If the MIL is on because of this issue, your vehicle may not pass an emissions inspection (I/M test) in some provinces.

### **What will Audi do?**

At no cost to you, we will inspect and, if necessary, update the ECM software in your vehicle. This repair will take about one hour. We encourage you to contact your authorized Audi dealer and arrange for an appointment at your earliest convenience. Please keep in mind that your dealer may need additional time for the preparation of the update, as well as to accommodate their daily workshop schedule.

**IMPORTANT! Please note that if the ECM in your vehicle has been “chipped,” “tuned,” or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.**

### **Lease Vehicles**

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### **Have You Changed Your Address Or Sold The Vehicle?**

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

### **Reimbursement of Expenses**

If you have previously incurred out-of-pocket expenses due to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

### **Service help from us**

If you have any questions regarding this action, please contact Audi Customer CARE by phone or mail at:

*Audi Canada  
Attn: Customer Relations (24X4/L2)  
P.O. Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-2834*

We also invite you to visit our website at [www.audi.ca](http://www.audi.ca) where you can check to see if this or any other action may be open on your vehicle.

We appreciate the opportunity to update your vehicle so that it will continue to meet your high expectations. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance/Recall Assistance (C)”

### Required Tools:



⇐ VAS 5903 – Battery Charger (or equivalent)



⇐ VAS6150A - Diagnostic Tool (or equivalent)

## Work Procedure:

### Section A: Identify Criteria and Check for Open Status



#### Note:

Any Update Programming procedure (flash) may overwrite any “TUNED” ECM or TCM programming. A “TUNED” ECM or TCM is described as any ECM or TCM altered so as to perform outside the normal parameters and specifications approved by Audi.

Current Tuned ECM or TCM

requirements: If you encounter a vehicle with a “Tuned” ECM or TCM, your dealership must do the following before performing any procedure that updates ECM or TCM programming:

- Notify the owner that their ECM or TCM was found to have been tuned
- Notify the owner that any damage caused by the tuning of the ECM or TCM (including any adverse emissions consequences) will not be covered by any Audi warranty.

Applicable Criteria ID (s)	Campaign/Action Status
03, 05	Open

**EXAMPLE**

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



#### Tip:

On the date of repair, print this screen and keep a copy with the repair order.

- ⇐ Ensure that the Status is “Open” <arrow 2>.
- ⇐ Note the Applicable Criteria ID for use in determining the correct work to be done and corresponding parts associated <arrow 1>.

- Check to see if MIL is on.
- If MIL is *not* on, proceed to **Section B** to perform SVM update.
- If MIL *is* on, run GFF to determine if one of the following DTCs are present: P0030, P0151, P132, or P2231. If present, contact Warranty Helpline for sensor replacement authorization.

## Section B: Perform SVM Update



Tip:

Battery must have a minimum no-load charge of 12.5V.

- Connect vehicle to battery charger (VAS 5903 or equivalent). Do *not* use a trickle charger or battery maintainer.
- Turn off all electrical consumers.



### CAUTION:

Keep all doors and trunk closed during SVM update. Remain at the tester during the entire process; no other work is to be performed during update.



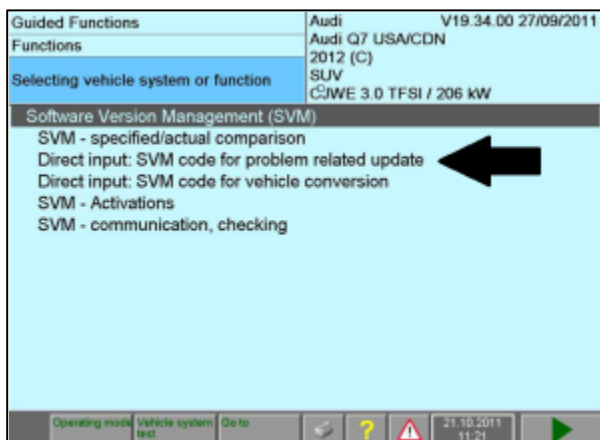
Note:

Audi Flashing must be used for performing SVM.

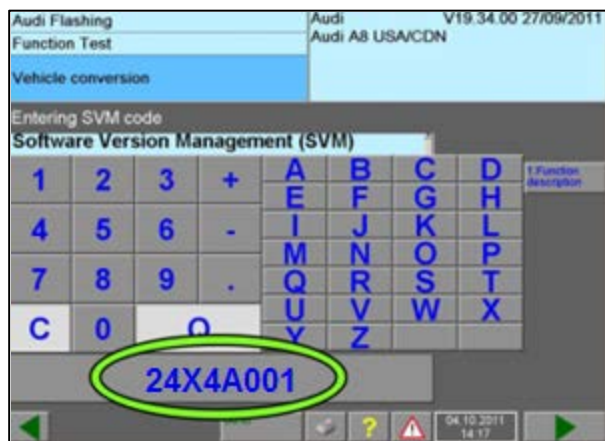


⇐ Enter Audi Flashing <arrow>.

- Select Audi, then select correct vehicle type, model year, version, engine code, and confirm the vehicle identification.



⇐ Select "Direct input: SVM code for problem related update" <arrow>, then select the forward arrow and follow on- screen prompts.



⇐ When prompted, enter the SVM code 24X4A001 <circle> and follow the on-screen prompts.



⇐ Follow on-screen prompts until “OK” <arrow> appears.

⇐ Exit Audi Flashing via the “Go to” button and follow the on- screen prompts.

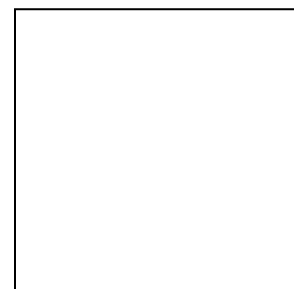
- Check and clear DTCs after SVM update.

**WORK COMPLETE**

# Owner Acknowledgement of Control Module Tuning and Authorization to Reprogram Control Modules



Date: \_\_\_\_\_  
Dealer Number: \_\_\_\_\_  
Vehicle Identification Number: \_\_\_\_\_  
Repair Order Number: \_\_\_\_\_



Dealer stamp

**Tuning** is the addition or modification of any component that causes an Audi vehicle to perform outside the normal parameters and specifications approved by Audi of America, Inc.

I, \_\_\_\_\_, owner or driver of the above-identified Audi, confirm:

- ☐ Tuning (especially power-increasing modifications) has not been performed on my vehicle.
- ☐ Tuning has been performed on my vehicle. The following components were modified or installed:

\_\_\_\_\_  
\_\_\_\_\_

Please provide the name and telephone number of the company that performed the tuning if you wish us to contact them:

\_\_\_\_\_

I understand that if my control module is determined to have been tuned, any damage caused by the tuning of the control module (including adverse emissions consequences) will not be covered by Audi of America, Inc. warranties.

I am permitting an authorized Audi dealer to reflash (update) my control module, and by so doing, I understand that this process will automatically overwrite (destroy) and permanently delete any tuning program that was previously installed on the control module of my Audi vehicle.

By signing below, I fully acknowledge and understand that the tuning program will not be restored and Audi of America, Inc., will not be liable in any way for the loss of tuning data.

\_\_\_\_\_  
Signature of Customer