

# Audi of America, Inc.



Audi of America, Inc.  
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Date: November 2012

Subject: Revision to Customer Satisfaction Campaign 24U8  
Engine Wiring Harness Overlay & ECM Programming  
2011-2012 MY Audi R8/R8 Spyder

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

We would like to inform you that Customer Satisfaction Campaign 24U8 has been revised to include information relevant to dealers and vehicles in the State of California. Please refer to the attached, revised 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 – Revised 11/2012

<b>CAMPAIGN TYPE</b>		<b>CUSTOMER SATISFACTION CAMPAIGN</b>	
<b>SAGA CODE</b>		24U8	
<b>MARKET(S)</b>		United States and Canada	
<b>AFFECTED VEHICLES</b>		2011-2012 MY Audi R8 & R8 Spyder	
<b>TOPIC</b>		Engine Wiring Harness Overlay & ECM Programming	
<b>PROBLEM DESCRIPTION</b>		Under certain driving conditions the MIL may come on even though the vehicle is operating correctly.	
<b>CORRECTIVE ACTION</b>		As applicable, installation of an engine wiring harness overlay and/or updated ECM programming.	
<b>CUSTOMER NOTIFICATION DATE</b>		July 2012 & October 2012. <b>California customer re-notification December 2012.</b>	
<b>ELSAWEB VISIBILITY DATE</b>		June 20, 2012	
<b>AIM VISIBILITY DATE</b>		June 20, 2012	
<b>CAMPAIGN VEHICLE COUNT</b>	<b>TOTAL AFFECTED</b>	<b>USA: 1,954</b>	<b>Canada: 206</b>
	<b>DEALER INVENTORY</b>	<b>USA: 181</b>	<b>Canada: 26</b>
	<b>CPO INVENTORY</b>	<b>USA: 0</b>	<b>Canada: 1</b>
<b>APPROXIMATE REPAIR TIME</b>		50 – 290 TU	
<b>SPECIAL TOOLS NEEDED?</b>		YES – SEE CAMPAIGN CIRCULAR	
<b>PARTS REQUIRED</b>		CRITERION-SPECIFIC – SEE CAMPAIGN CIRCULAR	
<b>INITIAL PARTS ALLOCATION DATE</b>		Completed on or about June 19, 2012	
<b>TECHNICIAN TRAINING REQUIRED?</b>		YES. Repair can only be performed by Audi R8 Authorized Dealers.	
<b>EXPIRATION DATE</b>		NONE	
<b>ADDITIONAL INFORMATION</b>		<p>To ensure that all Audi R8 services and repairs are performed properly, repair work performed under this action must be performed at an authorized Audi dealer with the designation Audi R8 Certified Point or Audi R8 Service Point. Software available via SVM.</p> <p>Multiple criteria possible per VIN; check ElsaWeb on day of repair to ensure all applicable repairs are performed/claimed.</p> <p><b>California Dealers Only:</b> When this repair is completed, you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU). Additionally, you must affix a Campaign Completion label to vehicle. See 24U8 circular for additional information.</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.