

Audi of America, Inc.



Date: August 2, 2013

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

From: Audi Product Compliance

Subject: Upcoming Emissions Service Action 23L2
Differential Pressure Sensor/ECM Software Update
2009-2012 Model Year Audi Q7 TDI Vehicles

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

We would like to inform you of an upcoming Emissions Service Action. 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 Quality & Technical Service

Attachment: Campaign Data Sheet (1)



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CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Emissions Service Action
SAGA CODE		23L2
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2009-2012 MY Audi Q7 TDI
TOPIC		Differential Pressure Sensor/ECM Software
PROBLEM DESCRIPTION		<ul style="list-style-type: none"> In some vehicles, corrosion can form in the differential pressure sensor, causing the Malfunction Indicator Light (MIL) to come on. If the MIL is on because of this issue, a vehicle will not pass an IM (emissions) inspection. In some vehicles under certain driving conditions, the MIL may come on due to an issue with the Engine Control Module (ECM) software. If the MIL is on because of this issue, the vehicle will not pass an IM (emissions) inspection.
CORRECTIVE ACTION		<ul style="list-style-type: none"> Update ECM software <i>and/or</i> Replace differential pressure sensor <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p>IMPORTANT! Some vehicles may have more than one criteria applicable. Check ElsaWeb to ensure that <u>all</u> applicable criteria are performed/claimed.</p> </div>
CUSTOMER NOTIFICATION DATE		On or about August 13, 2013
ELSAWEB VISIBILITY DATE		On or about August 6, 2013
AIM VISIBILITY DATE		On or about August 6, 2013
VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 11,000 Canada: Approximately 2,000
	DEALER INVENTORY	USA: 0 CANADA: 0
	CPO INVENTORY	USA: Approximately 97 CANADA: Approximately 13
APPROXIMATE REPAIR TIME		Up to 110 TU
SPECIAL TOOLS NEEDED?		SEE CAMPAIGN WORK PROCEDURE
PARTS REQUIRED		(1) Differential Pressure Sensor, part number 059 906 051 A
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)		Completion Factor: .95 / Replacement Rate 100%
PROJECTED DEALER RETURN BLOCK DATE		March 18, 2014
INITIAL PARTS ALLOCATION DATE		August 1, 2013 The Targeted Allocation program will be used in support of this campaign.

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.



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TECHNICIAN TRAINING REQUIRED?	SEE WORK PROCEDURE INSTRUCTIONS
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<p>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 EMIS_CAL VW). Certificates can be ordered at no cost <i>online via the Compliance Label Ordering portal.</i></p> <p>Vehicles repaired under this action are required to be identified with a Campaign Completion label when the work is performed. It is <u>mandatory for all dealers</u> to complete and affix Campaign Completion label, part number CAMP 010 000, whenever this campaign is performed. <u>Labels</u> can be ordered at no cost online via the Compliance Label Ordering portal.</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) Emissions Service Action 23L2

SUMMARY

■ **Campaign Code:** 23M1

■ **Affected Vehicles:** 2009-2012 MY Audi Q7 3.0L TDI

Problem Description:

- In some vehicles, corrosion can form in the differential pressure sensor, causing the Malfunction Indicator Light (MIL) to come on. If the MIL is on because of this issue, a vehicle will not pass an IM (emissions) inspection.
- In some vehicles under certain driving conditions, the MIL may come on due to an issue with the Engine Control Module (ECM) software. If the MIL is on because of this issue, the vehicle will not pass an IM (emissions) inspection.

Corrective Action: Update ECM software and/or replace the differential pressure sensor.

Some vehicles may have more than one criteria applicable. Check ElsaWeb to ensure that all applicable criteria are performed/claimed.

California Dealers: 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 the 23L2 emissions service action circular for additional information.

What is the parts allocation plan for this service action?

- Parts allocation will take place prior to customer notification.
- The Targeted Allocation program will be used in support of this campaign.
- Please refer to the dealer letter and Campaign Data Sheet for information regarding the Completion Factor/Replacement rate for your calculations.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

Will all vehicles affected by this action require both repairs?

No. Some (but not all) vehicles will have more than one criteria applicable. Check ElsaWeb to ensure that all applicable criteria are performed/claimed.

Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

Is towing being covered under this action?

No. Towing 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.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current AIM report to identify any affected vehicles that may be in their inventory. In the interest of customer satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this service action repair has been performed.

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!

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