

# Audi of America, Inc.



Date: April 14, 2014

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

From: Audi Product Compliance

Subject: Upcoming Update 24Z4  
ECM Software Update  
2011 – 2014 R8 and R8 Spyder

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

This communication is to inform you of upcoming Update **24Z4**.

## **What vehicles are affected?**

There are 1,895 Audi vehicles affected in the U.S. by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 13

CPO Inventory: 4

## **What is the issue?**

The diagnostic function of the engine control unit in Audi R8 vehicles with a 5.2 ltr. FSI engine manufactured within a specific period has been revised to allow an improved diagnosis of certain components.

## **What does the repair procedure involve?**

Update the ECM with the latest software. After the update perform a short test drive to confirm that the MIL does not come on. In a small number of cases the MIL light will come on and further diagnostic and repairs will be required. Please review the bulletin for further details.

## **Will a parts allocation be performed?**

Parts will not be allocated to your dealership because of the expected low replacement rate.

## **When will the Update be available?**

This Update will be visible in ElsaPro and ServiceNet on or about April 15, 2014.

## **How to contact the customer.**

We believe that our dealers know each of these customers the best and can provide the individual attention that they may require. Being an Update we will not be notifying each customer of this action. However, we will be supplying each dealer with a list of vehicles that we expect your dealership to repair. We have created the attached Customer Contact Guidelines sheet to help when contacting the customers.

Please refer to the ElsaPro campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on ElsaPro and ServiceNet for additional information and complete repair instructions.

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Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the AIM system.

Please ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.

# Customer Contact Guidelines

**How to contact the customer.**

We will provide a list of VINs we expect your dealership to repair. This list will be published to My Dealership Reports under "Campaign Customer Allocation Report". Please use this list and your customer contact information to contact these customers to schedule their service. When contacting the customer please ensure to relay the following points:

- Confirm that the vehicle is still within the Federal Emissions (FED\_EMS) period. If the vehicle is still within the FED\_EMS period this repair will be performed free of charge to the customer. If they are not they are not eligible to receive this repair free of charge.
- The software in the engine control module will be updated to install revised diagnostic capability for Audi R8 vehicles with 5.2L FSI engines manufactured within a specific period.
- After the software update is performed a short test drive is required to ensure there are no additional repairs required.
- If additional repairs are required additional time will be required to perform these repairs.