

Audi of America, Inc.



Date: September 2, 2014

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

From: Audi Product Compliance

Subject: Upcoming Emissions Service Action 24AY
ECM Software
2008 MY Audi S5 with 4.2L Engine & Manual Transmission

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

IMPORTANT NOTE

For certain 2008 model year Audi S5 vehicles, the 24AY Emissions Service Action replaces the 24AM Emissions Service Action. The 24AY action must be completed on all vehicles regardless if 24AM was completed or not.

Please read this information carefully and schedule customers as soon as possible, so that updated software can be installed in the affected vehicles.

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 Product Compliance

Attachment: Campaign Data Sheet (1)

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CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Emissions Service Action	
SAGA CODE	24AY	
MARKET(S)	United States and Canada	
AFFECTED VEHICLES	2008 MY Audi S5 with 4.2L Engine & Manual Transmission	
TOPIC	ECM Software	
PROBLEM DESCRIPTION	Some vehicles may experience random cylinder misfires during cold start or warm up which could cause 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.	
CORRECTIVE ACTION	Install improved engine control module (ECM) software.	
CUSTOMER NOTIFICATION DATE	On or about September 3, 2014	
ELSAWEB VISIBILITY DATE	On or about September 3, 2014	
AIM VISIBILITY DATE	On or about September 3, 2014	
VEHICLE COUNT	TOTAL AFFECTED	USA: 1,093 CANADA: 86
	DEALER INVENTORY	USA: 0 CANADA: 0
	CPO INVENTORY	USA: 0 CANADA: 0
APPROXIMATE REPAIR TIME	Up to 40 TU	
SPECIAL TOOLS NEEDED?	SEE CAMPAIGN WORK PROCEDURE	
PARTS REQUIRED	None – software update only	
COMPLETION FACTOR/REPLACEMENT RATE (TARGETED ALLOCATION INFORMATION)	Not applicable – software update only	
PROJECTED DEALER RETURN BLOCK DATE	Not applicable – software update only	
INITIAL PARTS ALLOCATION DATE	Not applicable – software update only	
TECHNICIAN TRAINING REQUIRED?	NONE – SEE WORK INSTRUCTIONS IN CAMPAIGN CIRCULAR	
EXPIRATION DATE	NONE	

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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<p>ADDITIONAL INFORMATION</p>	<p><u>IMPORTANT NOTE</u></p> <p>For certain 2008 model year Audi S5 vehicles, the 24AY Emissions Service Action replaces the 24AM Emissions Service Action. The 24AY action must be completed on all vehicles regardless if 24AM was completed or not.</p> <p>Please read this information carefully and schedule customers as soon as possible, so that updated software can be installed in the affected vehicles.</p> <p>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).</p> <p>Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000).</p>
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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 24AY

SUMMARY

IMPORTANT NOTE

For certain 2008 model year Audi S5 vehicles, the 24AY Emissions Service Action replaces the 24AM Emissions Service Action. The 24AY action must be completed on all vehicles regardless if 24AM was completed or not.

Please read this information carefully and schedule customers as soon as possible, so that updated software can be installed in the affected vehicles.

- **Campaign Code:** 24AY
- **Affected Vehicles:** 2008 MY Audi S5 with 4.2L engine & manual transmission

Problem Description: Some vehicles may experience random cylinder misfires during cold start or warm up which could cause 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.

Corrective Action: Install improved engine control module (ECM) software.

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 campaign circular for additional information.

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.

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.