

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.**



Emissions Service Action

Code: 24AM

**Subject: 2008-2012 MY Audi S5 with 4.2L Engine & Manual Transmission
ECM Software**

April 01, 2014

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.

Affected Vehicles

U.S.A. and CANADA:

**2008-2012 MY Audi S5
with 4.2L engine & manual transmission**

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa 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 Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa 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.*

Inventory Vehicle Open Campaign/Action Report (AIM)

On or about April 01, 2014, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & AIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

No parts will be needed for this action; software update only.

Owner Notification Mailing

On or about April 01, 2014, the customer mailing will take place. 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.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

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 Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa 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 Elsa to determine if this campaign is open.

Service No.: 24AM

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 01

Update ECM software.

Repair operation: 2470 23 99 40 T.U.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (United States – 49 states)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24AM/L6
2008-2012 Model Year Audi S5 with 4.2L Engine & Manual Transmission
ECM Software Update**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on some 2008-2012 model year Audi S5 4.2L engine manual transmission vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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, your vehicle will not pass an IM (emissions) inspection.

What will we do? Your authorized Audi dealer will update the engine control module (ECM) software in your vehicle. This work will take less than an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, 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.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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 paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further? 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 (24AM/L6)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Quality & Technical Service

Customer Letter Example (United States – California)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24AM/L6
2008-2012 Model Year Audi S5 with 4.2L Engine & Manual Transmission
ECM Software Update**

Dear Audi Owner,

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Important information for California Vehicle Owners – California Regulations California regulations require that this campaign be completed prior to the time 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.

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Can we assist you further? 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 (24AM/L6)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!

Sincerely,

Audi Quality & Technical Service

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24AM/L6
2008-2012 Model Year Audi S5 with 4.2L Engine & Manual Transmission
ECM Software Update**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with Environment Canada, we are informing you of our decision to conduct an emissions service action on some 2008-2012 model year Audi S5 4.2L engine manual transmission vehicles. Our records show that you are the owner of a vehicle affected by this action.

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Can we assist you further? 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 Canada
Attn: Customer Relations (24AM/L6)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-2834
www.audi.ca

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations. Thank you for your continued loyalty!


Sincerely,

Audi Quality & Technical Service



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)”

Work Procedure

 Tip: If Campaign Completion label is present, no further work is required


Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

- Enter the VIN in Elsa 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 <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Continue to Section B

Section B – SVM Update Instructions




VAS 6150 & VAS 6150A
(Front panel behind handle)




VAS 6150B
(Middle right side behind WIRELESS door)



VAS 6160/-VPC
(Upper left side behind SC/EX door)

 Note: If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

 Warning: The Bluetooth function of the scan tool **MUST BE** **PHYSICALLY SWITCHED OFF** prior to performing this update.
<See pictures>

- Open the hood
- Attach an appropriate battery charger to the vehicle battery.
- Attach the scan tool to the vehicle.
- From the home screen of the scan tool select Flash.
- Follow the on-screen prompts
- Enter SVM code **24AMA001**.

- When prompted on “**How do you want to perform the program?**” select:
 - -2- Automatic sequence (Audi Flashing)
- Follow the on-screen prompts

Continue to Section C

Section C – Campaign Completion Label and Parts Return/Disposal

Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label



Tip: Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.

Work Complete

California Only – Continue to Section D

Section D – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

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 online via the Compliance Label Ordering portal at www.accessaudi.com.



Tip: 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.

ALL WORK IS COMPLETE



Audi

Frequently Asked Questions (FAQ) Emissions Service Action 24AM

SUMMARY

- **Campaign Code:** 24AM
- **Affected Vehicles:** 2008-2012 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 EMISCAVWU). 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.