

Audi of America, Inc.



Date: December 5, 2014

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

From: Audi Customer Protection

Subject: Upcoming Service Action 17E9

Correction to Owner's Manual Engine Compartment Overview
2013 Model Year Audi A4/S4 Sedan, allroad and A5/S5 Coupe

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

We would like to inform you of an upcoming 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 Customer Protection

Attachment: Campaign Data Sheet (1)

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Audi

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		SERVICE ACTION	
SAGA CODE		17E9	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2013 MY Audi A4/S4 Sedan, allroad and A5/S5 Coupe	
TOPIC		Correction to Owner's Manual Engine Compartment Overview	
PROBLEM DESCRIPTION		The Owner's Manual in certain 2013 model year Audi vehicles was printed with incorrect numerical callouts in the engine compartment overview artwork. This could cause confusion for anyone who relies on this information in order to identify key components within the engine compartment.	
CORRECTIVE ACTION		<p>Affix a label containing the correct callouts over the existing engine compartment overview in the Owner's Manual.</p> <ul style="list-style-type: none"> • One (1) label will be mailed to each U.S. customer to affix within their English language Owner's Manual. • Two (2) labels will be mailed to each Canadian customer to affix within their English language and French language Owner's Manuals. • A supply of labels will also be allocated to dealers to address inventory and customer vehicles. 	
CUSTOMER NOTIFICATION DATE		On or about December 09, 2014	
ELSA VISIBILITY DATE		On or about December 09, 2014	
AIM VISIBILITY DATE		On or about December 09, 2014	
VEHICLE COUNT	TOTAL AFFECTED	USA: 8,124	CANADA: 917
	DEALER INVENTORY	USA: 0	CANADA: 0
	CPO INVENTORY	USA: 71	CANADA: 4
APPROXIMATE REPAIR TIME		Up to 10 TU	
SPECIAL TOOLS NEEDED?		SEE CAMPAIGN WORK PROCEDURE	
PARTS REQUIRED		YES – SEE CAMPAIGN WORK PROCEDURE	
INITIAL PARTS ALLOCATION DATE		On or about December 01, 2014	
EXPIRATION DATE		December 31, <u>2015</u>	
ADDITIONAL INFORMATION		<p>The Targeted Allocation program will <u>not</u> be used in support of this campaign.</p> <p>Note: Some Canadian customers will only have one Owner's Manual for their vehicle. A second Owner's Manual, if requested by the customer– can be purchased by the customer as a customer-pay item. A second Owner's Manual is not covered by this action nor can it be charged to this campaign.</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 Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.



Frequently Asked Questions (FAQ) Service Action 17E9

SUMMARY

■ **Campaign Code:** 17E9

■ **Affected Vehicles:** 2013MY Audi A4/S4 Sedan, allroad and A5/S5 Coupe

Problem Description: The Owner's Manual that came with the affected vehicles was printed with incorrect numerical callouts on the artwork showing the engine compartment overview. This can cause confusion for customers who rely on this information in order to identify key components within the engine compartment.

Corrective Action: Affix a label containing the correct callouts over the existing engine compartment overview in the Owner's Manual.

What is the parts allocation plan for this service action?

- Parts allocation will take place prior to customer notification.
- If you have exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@vw.com.
- The Targeted Allocation program will not be used in support of this campaign.

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.

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 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!

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.