

Audi of America, Inc.



Date: March 28, 2014

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

From: Audi Product Compliance

Subject: Upcoming Emissions Service Action 24AM
ECM Software
2008-2012 MY Audi S5 with 4.2L Engine & Manual Transmission

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 Product Compliance

Attachment: Campaign Data Sheet (1)

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Audi

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Emissions Service Action
SAGA CODE		24AM
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2008-2012 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 April 01, 2014
ELSAWEB VISIBILITY DATE		On or about April 01, 2014
AIM VISIBILITY DATE		On or about April 01, 2014
VEHICLE COUNT	TOTAL AFFECTED	USA: 4, 279 CANADA: 845
	DEALER INVENTORY	USA: 0 CANADA: 0
	CPO INVENTORY	USA: 13 CANADA: 6
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
ADDITIONAL INFORMATION		<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>

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.