

Audi of America, Inc.



Date: May 02, 2014

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

From: Audi Product Compliance

Subject: Temporary Suspension of Emissions Service Action 24AM Code for
2008 Model Year Audi S5 Vehicles Equipped with a Manual Transmission

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

We have learned that the 24AM software update may cause the oil level sensor to register the incorrect oil level in 2008 model year Audi S5 vehicles equipped with manual transmissions. Because of this, effective immediately, the 24AM Emissions Service Action code has been temporarily suspended for those 2008 model year vehicles.

Affected 2008 model year Audi S5 manual-transmission equipped vehicles now show a "closed" status in Elsa – regardless of whether or not the repair has been performed. Once updated software is available, the status of these vehicles will be changed back to "open" in Elsa. We anticipate this new software to be available in mid-May.

In order to minimize any customer inconvenience, please be sure to consult Elsa when scheduling appointments to ensure that the 24AM code is showing open.

Other vehicles included in the 24AM service action are not affected by this issue, and should continue to receive repairs accordingly.

If you have any questions or require additional assistance, please contact Warranty.

Audi Product Compliance

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Audi

Frequently Asked Questions (FAQ) Temporary Suspension of Emissions Service Action 24AM For 2008 MY Audi S5 Vehicles Equipped with a Manual Transmission

Why has this action been suspended for the affected 2008 model year vehicles?

Audi has temporarily suspended this action for the 2008 model year vehicles because the software update may cause the oil level sensor to register the incorrect oil level. Audi is working diligently on a revision to the software for these vehicles, but in the interest of customer satisfaction we have decided to turn the code off so as not to introduce this oil level sensor issue into any of the affected vehicles.

How soon after the 24AM software update was performed on a 2008 model year vehicle did the issue with the oil level sensor arise? Is there a chance that my dealership may experience additional customer comebacks related to this issue?

Customers of 2008 model year vehicles experienced the oil level sensor issue immediately after the software was completed on their vehicle; it did not manifest itself over time. Because the 24AM software is not currently available for the 2008 model year vehicles within the service action, we do not anticipate any comebacks relating to this repair.

Does the oil level sensor issue impact any of the other models in the service action?

No. Other vehicles included in the 24AM service action are not affected by this issue, and dealers should continue to repair vehicles as long as the code shows open in Elsa on the day of repair.

Customers are contacting dealerships to schedule the 24AM repair because they have received a letter from Audi. How should dealers advise these customers?

In order to minimize any customer inconvenience, dealers scheduling appointments should check Elsa to confirm whether or not the 24AM action is open for the customer's VIN.

- If the customer has a 2008 model year vehicle, the 24AM code will ***not*** show open in Elsa. Instead, the 24AM code will show "closed", regardless of whether or not the repair has been performed. In this case, please advise the customer that the service action for their vehicle has been temporarily suspended due to help prevent a secondary issue with the oil level sensor. Audi is diligently working on a solution, and they will be contacted by Audi just as soon as it becomes available.
- If the customer has a 2009-2012 model year vehicle and the repair has not yet been performed, it will show open in Elsa. Vehicles with the 24AM code showing open in Elsa should be scheduled accordingly.

Should I reach out to any 2008 model year customers I have already scheduled to cancel their appointments?

Yes. If you have scheduled any customers of 2008 model year vehicles, please contact them and advise that the software update is temporarily unavailable. Any other service needs they may have can be met; however just not the 24AM software update. We anticipate timing to resolve the software issue and be able to resume updating 2008 model year vehicles to be within the coming weeks.

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.

When does Audi expect to have new software available for the 2008 model year vehicles?

Audi is working diligently to have improved software available as soon as possible, and we anticipate that this will happen in the coming weeks.

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.

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