

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.**



Audi

Service Action

Code: 17E9

**Subject: Owner's Manual Engine Compartment Overview
2013 MY Audi A4/S4 Sedan, allroad, and A5/S5 Coupe**

December 09, 2014

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

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

- 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.

Affected Vehicles

U.S.A. and CANADA:

2013 Audi A4/S4 Sedan, allroad & A5/S5 Coupe

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 December 09, 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

Parts will be allocated 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. If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Owner Notification Mailing

On or about December 09, 2014, the customer mailing will take place. A sample copy of the owner letter is enclosed.

Service Action Expiration Date

- This service action will be available for customers free of charge **only until December 31, 2015**. *Vehicles repaired under this action must have this service completed on or before December 31, 2015 to be eligible for payment.*
- **Inspections/repairs performed after December 31, 2015 will not be eligible for payment.** *Dealers should keep this expiration date in mind when scheduling customers for this action.*
- If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.

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.: 17E9
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code **002**

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

All Criteria

Check for label on Owner's Manual engine compartment overview page. Label present, no further work required

Repair operation: 0183 00 99 10 T.U.

Criteria I.D. 01, 03 and 05 – USA Only

Affix label over Owner's Manual engine compartment overview.

Repair operation: 1701 23 99 10 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
0.17 (one label)	8K0 012 100	Engine Compartment Overview Label - Owner's Manual Kit (contains 6 labels)

Note: QTY = 1/6 of the kit contents

Criteria I.D. 02, 04 and 06 – Canada Only

Affix label over Owner's Manual engine compartment overview.

Repair operation: 1701 23 99 10 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
0.17 (one label)	8K0 012 100	Engine Compartment Overview Label - Owner's Manual Kit (contains 6 labels)

OR

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
0.34 (two labels)	8K0 012 100	Engine Compartment Overview Label - Owner's Manual Kit (contains 6 labels)

Note: QTY = 2/6 of the kit contents - for CANADA ONLY: May need (1) for English Owner's Manual and (1) for French Owner's Manual

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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2014 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: 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 Owner,

As part of Audi’s ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on some 2013 Model Year Audi A4/S4 Sedan, allroad and A5/S5 Coupe vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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.

What should you do? Enclosed please find a label containing corrected engine compartment callouts. Please affix this label over the existing engine compartment picture in your Owner’s Manual. If you prefer, your authorized Audi dealer can do this for you at your next service visit. This work will take just a few minutes to complete and will be performed for you free of charge.

Please keep in mind that your dealer can perform this service action for you free of charge only until December 31, 2015. If you wish to have this service performed after that date, your dealer’s normal parts and labor cost will apply.

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.

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 (17E9)
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 Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: 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 Owner,

As part of Audi’s ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on some 2013 Model Year Audi A4/S4 Sedan, allroad and A5/S5 Coupe vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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.

What should you do? Enclosed please find two (2) labels containing corrected engine compartment callouts. Please affix one label over the existing engine compartment picture in your English language Owner’s Manual, and the other over the same picture in your French language Owner’s Manual. Please discard the extra label if you have only one Owner’s Manual for your vehicle.

If you prefer, your authorized Audi dealer can do this for you at your next service visit. This work will take just a few minutes to complete and will be performed for you free of charge.

Please keep in mind that your dealer can perform this service action for you free of charge only until December 31, 2015. If you wish to have this service performed after that date, your dealer’s normal parts and labor cost will apply.

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.

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 (17E9)
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 Customer Protection

Required Parts:

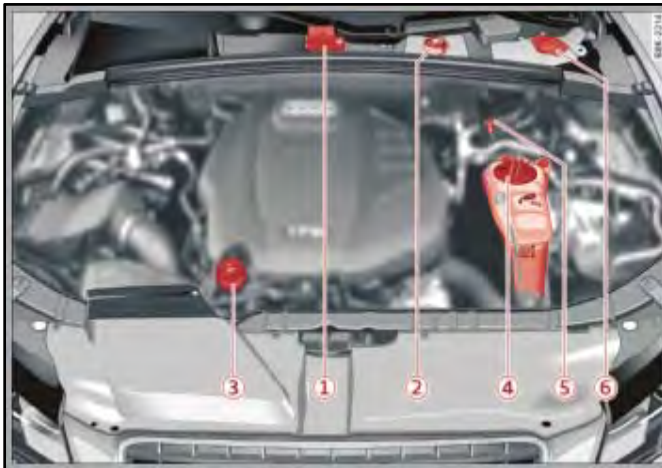
<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01, 03 and 05 (USA only)	1 label	8K0 012 100	Engine Compartment Overview Label - Owner's Manual Kit (contains 6 labels)
02, 04 and 06 (Canada only)	Up to 2 labels	8K0 012 100	Engine Compartment Overview Label - Owner's Manual Kit (contains 6 labels)

*** Note for CANADA ONLY: May need (1) for English Owner's Manual and (1) for French Owner's Manual**

Work Procedure

Section A – Check for label on the Owner's Manual engine compartment overview page

- Open owner's manual to table of contents
- Under checking and fitting section find "Engine Compartment"
- Turn to "Engine Compartment" page



! Note: Page numbers vary depending on the model. Canadian vehicles may have an English language manual and a French language manual. Ensure both manuals are checked.

- ⇐ Check for correct label on Owner's Manual engine compartment page.
- If updated label is not present, **Proceed to Section B**
- If updated label is present, **Proceed to Section C**

Section B – Affix label over Owner’s Manual engine compartment overview



- ⇐ Peel off label backing. To affix label, line up label with the top line of the engine compartment picture and apply. <Picture>
- Criteria 02, 04 & 06: repeat to apply label in the French owner’s manual, if present.

Proceed to Section C

I certify that this campaign has been performed in strict accordance with the applicable Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

OR

Je certifie que cette campagne de rappel a été exécutée suivant les strictes directives de réparation d’Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

Section C – Campaign Stamp

Campaign Stamp

- ⇐ Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (Item # AUD4927ENG or AUD4927FRE).

ALL WORK IS COMPLETE