

# Audi of America, Inc.



Date: May 24, 2016  
To: Audi Dealer Principal, Service Manager, and Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Update 24CH  
ECM Software Update  
2015 – 2016 Audi A8 with W12 Engine

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

This communication is to inform you of upcoming Update **24CH**.

**What vehicles are affected?**

There are 23 Audi vehicles affected in the U.S. by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 0

CPO Inventory: 0

**What is the issue?**

On Audi A8 vehicles with W12 engine manufactured within a specific period, the engine torque monitoring system may indicate a fault in cylinder deactivation mode (cylinder on demand).

**What does the repair procedure involve?**

Update the ECM via SVM.

**When will the Update be available?**

This Update will be visible in Elsa and ServiceNet on or about May 25, 2016.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.

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