

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.**



Emissions Service Action

Code: 23N4

**Subject: Certain 2010 – 2014 Audi A3 with 2.0L TDI® Clean Diesel Engine
ECM Software Update**

April 07, 2015

Problem Description

The vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.

Corrective Action

Install updated ECM software.

Affected Vehicles

U.S.A. and CANADA:

2010-2014 Audi A3 with 2.0L TDI® Clean Diesel Engine

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 April 07, 2015, 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

This action is a software update only; no parts are required.

Owner Notification Mailing

On or about April 07, 2015, the owner mailing will take place. A sample copy of the owner letter is enclosed.

Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)

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).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

Campaign Completion Labeling Guidelines

Vehicles repaired under this action must be identified with a campaign completion label (part number CAMP 010 000). Labels can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

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.: 23N4

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 8P

Connect battery charger

Repair operation: 2706 89 50 10 T.U.

--AND--

Update ECM Software via SVM

Repair operation: 2360 25 99 Time stated on diagnostic protocol (max 40 TU)

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.

Customer Letter Example (United States – 49 states)

**Subject : Emissions Service Action 23N4 – ECM Software
Certain 2010-2014 Model Year Audi A3 with 2.0L TDI® Clean Diesel Engine**

Dear Audi Owner,

As part of Audi's ongoing commitment to our environment, and in cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2010-2014 model year Audi A3 2.0L TDI® Clean Diesel engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

The vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

To address this issue, your authorized Audi dealer will update the ECM software in your vehicle. This work will take about one hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

IMPORTANT!

Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service.

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.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (23N4)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

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 (United States – California)

Subject : Emissions Service Action 23N4 – ECM Software
Certain 2010-2014 Model Year Audi A3 with 2.0L TDI® Clean Diesel Engine

Dear Audi Owner,

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Important information for California Vehicle Owners – California Regulations

California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, **please make sure that this campaign is completed prior to the renewal of your vehicle registration**, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. **DO NOT MAIL THIS FORM** to the DMV, unless requested.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (23N4)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

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)

**Subject : Emissions Service Action 23N4 – ECM Software
Certain 2010-2014 Model Year Audi A3 with 2.0L TDI® Clean Diesel Engine**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999*. Audi has determined that a defect, which relates to a prescribed emission standard, exists in certain 2010-2014 model year Audi A3 2.0L TDI® Clean Diesel engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue, and what will we do?

The vehicle's engine management software has been improved to assure your vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, your vehicle will not pass an IM emissions inspection in some regions.

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Please note that if the ECM in your vehicle has been "chipped," "tuned," or otherwise modified from original factory specifications with aftermarket components and/or software, work needed to repair, replace, or return the ECM to original factory specifications is NOT covered under this action.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. On or about April 07, 2015 the necessary repair instructions and parts will be available to your authorized Audi dealer.

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.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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 (23N4)
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

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance_Recall Assistance (C)”

Required Tools:



- VAS 6160 (or equivalent)



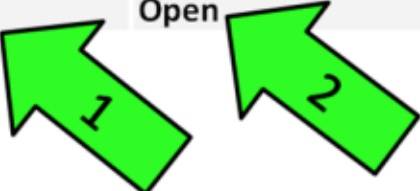
- Battery charger with charging current of at least 30A.

Required Parts:

NONE – Software update only

Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open



EXAMPLE

TIP

If Campaign Completion label is present, no further work is required

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

TIP

On the date of repair, print this screen and keep a copy with the repair order

- ← Ensure that the Status is “Open”
<arrow 2>
- ← Note the Applicable Criteria ID
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

- **Proceed to Section B.**

Section B – SVM Update Instructions



NOTE

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

WARNING

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures>

- Open the hood
- Attach an appropriate battery charger to the vehicle battery.
- Attach the scan tool to the vehicle.
- From the home screen of the scan tool select Flash.
- Follow the on-screen prompts
- Select “SVM code input”.
- Enter SVM code 23N4A001.


- Follow the on-screen prompts
- Close the hood

Continue to Section C

Section C – Campaign Completion Label

Install Campaign Completion Label

- Open the hood.
- Fill out and affix Campaign Completion label, part number CAMP 010 000, next to the vehicle emission control information label

 TIP
Ensure Campaign Completion label does not cover any existing label(s)

- Close the hood.

Continue to Section D – 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.

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

California Only – Continue to Section E

Section E – CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

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 EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

 TIP
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Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV <i>only upon request</i> .
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ALL WORK IS COMPLETE



Audi

Frequently Asked Questions (FAQ) Emissions Service Action 23N4

SUMMARY

Campaign Code: 23N4

Affected Vehicles: Certain 2010-2014 Audi A3 with a 2.0L TDI® Clean Diesel Engine

Problem Description: The vehicle's engine management software has been improved to assure the vehicle's tailpipe emissions are optimized and operating efficiently. Under certain operating conditions, the earlier strategy may have increased the chance of the vehicle's MIL light illuminating. If the MIL illuminates for any reason, the vehicle will not pass an IM emissions inspection in some regions.

Corrective Action: Install updated ECM software.

What is the parts allocation plan for this action?

This is a software update only; no parts are required.

Will the software update result in a noticeable change in the vehicle's performance?

No.

Can the software update be reversed if a customer is not happy with how the vehicle operates after this campaign has been performed?

No. The software update cannot be reversed.

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.