

VWoA Compliance

From: Audi Communications
Sent: Monday, September 21, 2015 3:41 PM
Subject: Mandatory Stop-Sale Order - Code STP4 for Certain 2010-2015 MY Audi Vehicles Equipped with a 2.0L TDI Engine

Importance: High

Dealer Communication



From: Audi Customer Protection

Mandatory Stop-Sale Order - Code STP4 for Certain 2010-2015 MY Audi Vehicles Equipped with a 2.0L TDI Engine

An Important Message to All Audi Dealership Personnel:

On September 18, 2015, Audi of America, Inc. and Audi AG received notice from the U.S. Environmental Protection Agency, the U.S. Department of Justice and the California Air Resources Board about an investigation related to certain emissions-related compliance matters. Audi is fully cooperating with the agencies in this investigation.

Effective immediately, a mandatory stop-sale order is in effect for 2015 MY Audi vehicles equipped with a 2.0L TDI (4-cylinder) engine in new car inventory, and 2010-2015 MY Audi vehicles equipped with a 2.0L TDI (4-cylinder) engine in the Certified Pre-Owned (CPO) program.

What will Audi do?

- On or about September 22, 2015, affected vehicles will be identified on dealer AIM reports and in ELSA with the campaign code **STP4**.
- Audi is currently working on a remedy to address this issue; however until further notice dealers must not deliver any affected vehicles.
- Dealers will be reimbursed for floor planning expenses related to the stop-sale hold vehicles until repair instructions and parts allocation (if required) are released.

What should dealers do?

- Check your AIM report. If you have an affected vehicle, ***DO NOT*** sell, lease, or dealer-trade it.
- Please keep affected vehicles in a secure area where they cannot be made available for sale, lease or trade.
- Should you receive questions from owners, please advise them that the matter under investigation with the agencies does not involve a defect relating to safety or a non-compliance with Federal Motor Vehicle Safety Standards. Owners of vehicles identified in this investigation do not need to take any action at this time.

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 Customer Protection

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