



Audi

Emissions Service Action

Code: 24BX

Subject	ECM Software
Release Date	November 10, 2015
Revision Summary	The U.S. market was added to this action
Affected Vehicles	U.S.A. & CANADA: Certain 2011-2012 Audi A3 with 2.0L TFSI Engine <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
Problem Description	<p>Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.</p> <p>Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.</p>
Corrective Action	<p>Install updated ECM software to address this issue.</p> <p>Additionally, Audi will provide an extended warranty for the injection pump in vehicles included in this service action. Refer to the Warranty Service Circular for terms and conditions of the extended warranty.</p>
Parts Information	Parts allocation will take place prior to customer notification via Targeted Allocation. See the Campaign Data Sheet for information about Completion Factor/Replacement Rate for targeted allocation calculations. If additional parts are needed for critical cases, please contact the Parts Specialists at 800-767-6552.
Code Visibility	<p>On or about November 10, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about November 10, 2015, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about November 10, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com.</p>
Owner Notification	Owner notification will take place on or about November 18, 2015. Owner letter examples are included in this bulletin for your reference.
Emissions Campaigns Requirements (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 EMISCAWAWU). Order certificates online via the Compliance Label Ordering portal at www.accessaudi.com .

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete.

Labels can be ordered at no cost via the Compliance Label Ordering portal at www.accessaudi.com.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	24BX
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	20
	Check/Updated software present, no further work required Labor operation: 0183 00 99 10 T.U. -OR- Update software. Labor operation: 2470 25 99 Time stated on diagnostic protocol (max 35 T.U.)

Customer Letter Example (USA – 49S)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24BX – ECM Software and Warranty Extension for Injection Pump
Certain 2011-2012 Model Year Audi A3 2.0L TFSI Engine Vehicles**

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 2011-2012 model year Audi A3 2.0L TFSI engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

What will we do?

In order to help prevent this issue from affecting your vehicle, we have updated engine control module (ECM) software available. Additionally, we are providing an extended warranty for injection pump replacement. Details for both of these items are provided below.

**Emissions Service
Action 24BX – ECM
Software**

Your authorized Audi dealer will update the engine control module (ECM) software in your vehicle to address this issue. This work will take about an 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.

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

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.

**Warranty Extension for
Injection Pump**

Audi will extend your Emissions Control Systems Warranty for injection pump replacement under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

Certain states have voluntarily adopted California-mandated emissions warranties only for vehicles equipped to meet California's Partial Zero Emissions Vehicle (PZEV) emissions requirements. These vehicles can be identified by inspecting the Vehicle Emission Control Information Label located under the hood. Because of this, the owner of a vehicle equipped to meet California's PZEV emissions requirements living in one of these states may have warranty rights that exceed the extended warranty offering described in this letter. Please refer to the warranty information that came with your vehicle for additional details as to whether or not this applies to your vehicle.

In our continuing efforts to assure proper performance of Audi vehicles, your dealer will diagnose and replace the injection pump, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and replacement of the injection pump. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

This warranty extension will *not* cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Audi.
- Other conditions *unrelated* to the injection pump that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

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 (24BX)
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)

This notice applies to your vehicle: <VIN>

**Subject: Emissions Service Action 24BX – ECM Software and Warranty Extension for Injection Pump
Certain 2011-2012 Model Year Audi A3 2.0L TFSI Engine Vehicles**

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 2011-2012 model year Audi A3 2.0L TFSI engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

What will we do?

In order to help prevent this issue from affecting your vehicle, we have updated engine control module (ECM) software available. Additionally, we are providing an extended warranty for injection pump replacement. Details for both of these items are provided below.

**Emissions Service
Action 24BX – ECM
Software**

Your authorized Audi dealer will update the engine control module (ECM) software in your vehicle to address this issue. This work will take about an 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.

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

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.

**Warranty Extension for
Injection Pump**

Audi will extend your Emissions Control Systems Warranty for injection pump replacement under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

Certain states have voluntarily adopted California-mandated emissions warranties only for vehicles equipped to meet California's Partial Zero Emissions Vehicle (PZEV) emissions requirements. These vehicles can be identified by inspecting the Vehicle Emission Control Information Label located under the hood. Because of this, the owner of a vehicle equipped to meet California's PZEV emissions requirements living in one of these states may have warranty rights that exceed the extended warranty offering described in this letter. Please refer to the warranty information that came with your vehicle for additional details as to whether or not this applies to your vehicle.

In our continuing efforts to assure proper performance of Audi vehicles, your dealer will diagnose and replace the injection pump, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and replacement of the injection pump. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Audi.
- Other conditions *unrelated* to the injection pump that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

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.

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 (24BX)
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)

This notice applies to your vehicle: <VIN>

Subject: Emissions Service Action 24BX – ECM Software and Warranty Extension for Injection Pump Certain 2011-2012 Model Year Audi A3 2.0L TFSI Engine Vehicles

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 2011-2012 model year Audi A3 2.0L TFSI engine vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 'Fuel Rail/System Pressure – Too Low Bank 1' will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

What will we do?

In order to help prevent this issue from affecting your vehicle, we have updated engine control module (ECM) software available. Additionally, we are providing an extended warranty for injection pump replacement. Details for both of these items are provided below.

Emissions Service Action 24BX – ECM Software

Your authorized Audi dealer will update the engine control module (ECM) software in your vehicle to address this issue. This work will take about an 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.

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

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.

Warranty Extension for Injection Pump

Audi will extend your Emissions Control Systems Warranty for injection pump replacement under specific conditions to 10 years or 193,000 km, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

In our continuing efforts to assure proper performance of Audi vehicles, your dealer will diagnose and replace the injection pump, if necessary, at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

This warranty extension covers only the diagnosis and replacement of the injection pump. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.

This warranty extension will *not* cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Audi.

- Other conditions *unrelated* to the injection pump that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

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 November 10, 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 (24BX)
 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

ATTENTION!

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

Required Tools:



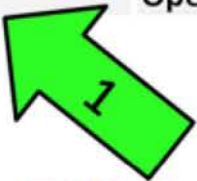

- VAS 6160 (or equivalent)



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

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 24BXA384.


- Follow the on-screen prompts
- Close the hood

Proceed 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 (item# AUD4927ENG).

<p>I certify that this campaign has been performed in strict accordance with the applicable Audi repair procedure.</p> <p>SAGA Code: _____</p> <p>Technician: _____</p> <p>Date: _____</p>
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Item#: AUD4927ENG

OR

<p>Je certifie que cette campagne de rappel a été exécutée suivant les strictes directives de réparation d'Audi</p> <p>Code de SAGA: _____</p> <p>Technicien: _____</p> <p>Date: _____</p>
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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)

SUMMARY

Campaign Code: 24BX

Affected Vehicles: Certain 2011-2012 Audi A3 with 2.0L TFSI engine

Problem Description: Under certain conditions, the output signal from the vehicle's Engine Control Module (ECM) to the in-tank fuel pump may reduce fuel supply pressure to the fuel rail. If this happens, the Malfunction Indicator Light (MIL) will illuminate, and the DTC code P0087 "Fuel Rail/System Pressure – Too Low Bank 1" will be stored in the ECM. A vehicle with this condition will not pass an IM (emissions) inspection.

Please be aware that other conditions (unrelated to the issue described in this action) may cause the MIL in a vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

Corrective Action: Install updated ECM software to address this issue. Additionally, Audi will provide an extended warranty for the injection pump in vehicles included in this service action. Refer to the Warranty Service Circular for terms and conditions of the extended warranty.

California Dealers: When this repair is completed, you must provide the owner with a signed "Vehicle Emission Recall – Proof of Correction" certificate (RC EMISCAVWAU). Additionally, you must affix a Campaign Completion label to vehicle. See the campaign circular for additional information.

Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

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.

How should customers seeking reimbursement for out-of-pocket expenses be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Audi, and is not something that a dealership would address. Customers can also contact Audi Customer Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

This campaign is a software update only – no parts are required and therefore no allocation will take place.

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.

FOR USA ONLY:

audiusa.com VIN Lookup Tool Visibility / NHTSA safercar.gov VIN Lookup Tool Visibility

On or about November 10, 2015, the campaign code will appear for affected vehicles in both the audiusa.com and the NHTSA safercar.gov VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by visiting the **Recall/Service Campaign Lookup** tool at www.audiusa.com and entering the Vehicle Identification Number (VIN).

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.