



Date: January 12, 2017
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager
From: Audi Customer Protection
Subject: Emissions Modification Available – for Customer Only (Retail Sold) TDI Vehicles Only
Emissions Recall 23T4 – 2.0L TDI Engine (GEN 3) - Emissions Control Software – USA ONLY

On January 12, 2017, emissions modification can begin for customer only (retail sold) TDI vehicles affected by Emissions Recall 23T4.

At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.

Please refer to the campaign circular posted to Elsa and ServiceNet for additional information. 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



Emissions Recall

Code: 23T4

Subject	2.0L TDI Engine (GEN 3) Emissions Control Software – Customer Only (Retail Sold) TDI Vehicles <u>USA ONLY</u>
Release Date	January 12, 2017
Affected Vehicles	U.S.A.: 2015 MY Audi A3 2.0L TDI, Customer (Retail Sold) Only <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	The Environmental Protection Agency and California Air Resources Board have determined that Audi A3 vehicles equipped with a 2.0L 4-cylinder TDI engine do not comply with applicable emissions regulations. The emissions control systems on the vehicles will not control emissions under off-cycle conditions as effectively as during the federal test procedure. The extent of the emissions increase under off-cycle conditions depends upon how the vehicles are driven.
Corrective Action	Install updated emissions control system software, install a TDI Emissions Modification – Proof of Partial Completion Label and install a Supplemental Vehicle Emissions Control Information Label. At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release. If the vehicle has been modified by the customer prior to receiving the emissions modification in a manner that may yield a non-compliant emissions system (for example, removal of a catalyst, installation of parts that impact emissions or emissions-related parts, or modifications to the ECU or computer software of the vehicle), Audi may not be able to perform the emissions modification until the customer corrects such modification.
Code Visibility	On or about January 12, 2017, this campaign code will show open on affected vehicles in Elsa. On or about January 12, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Owner Notification	Owner notification will take place in January 2017.
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 EMISCAVWAW). 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 the appropriate TDI Emissions Modification – Proof of Partial Completion Label and the appropriate Supplemental Vehicle Emissions Control Information Label after work is complete. <i>Labels can be ordered via the Compliance Label Ordering portal at www.accessaudi.com.</i>

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.

Service Number	23T4
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	8V
	<p>*Perform software update, install TDI Emissions Modification – Proof of Partial Completion Label and install Supplemental Vehicle Emissions Control Information Label.</p> <p>Labor operation: 2360 25 99 75 T.U.</p> <p><i>*Labels cannot be charged to this campaign. Labels can be ordered through the Compliance Label Ordering portal free of charge.</i></p> <p>At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.</p>

Campaign Work Procedure for Customer (Retail Sold) TDI Vehicles Only 23T4 Emissions Recall

At this time, affected new and used vehicles in dealer inventory are not included in this emissions modification release.

NOTE

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 Parts

Quantity	Part Number	Part Description
1	03L 010 005 J	Supplemental Vehicle Emissions Control Information Label
1	CAMP TDI 2016_3A	TDI Emissions Modification – Proof of Partial Completion Label

Labels can be ordered through the Compliance Label Ordering portal free of charge.

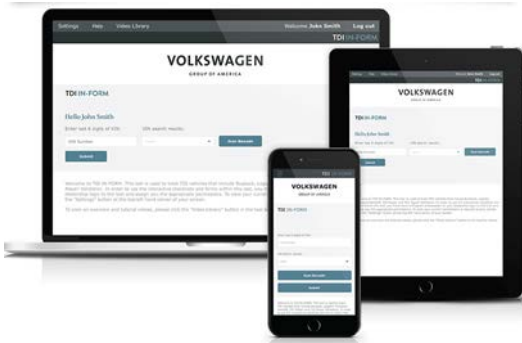
Required Tools



- VAS6150X – Diagnostic Tester (or equivalent)
- VAS5054X – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger



- Service Modification Validation Web App
- tdi-inform.track360.com

TIP

This web application is compatible with desktops, laptops, Apple and Android mobile devices running the most current versions of FireFox, Chrome, Safari, or Explorer as well as iOS 9+ on iPads and iPhones.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

Emissions Modification Instruction

Section A - Check for Previous Emissions Modification

TIP

If the TDI Emissions Modification – Proof of Partial Completion Label (CAMP TDI 2016_3A) is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.


TIP

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Vehicle data						
VIN: 3VWLT7AJXXXXXXX						
Campaigns/Actions						
Serial number	Campaign/Action	Start	Designation	Repair data	Criteria	Campaign/Action Status
1	20R9	2012-07-10	S-SERV_ACT - "Diesel Fuel Only" Information	2012-07-31	02	Closed
2	23J9	2011-10-04	A-RECALL - Diesel Fuel Injection Lines		01, 02	Open
3	23O6	2015-04-07	S-SERV_ACT - ECM Software Update		01	Open

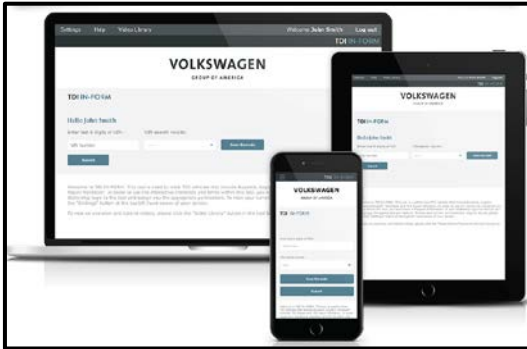
Example



- Check for other Open campaign actions <red arrow above>.
- Other Open campaign actions must be completed prior to releasing the vehicle to the customer.

Proceed to Section B.

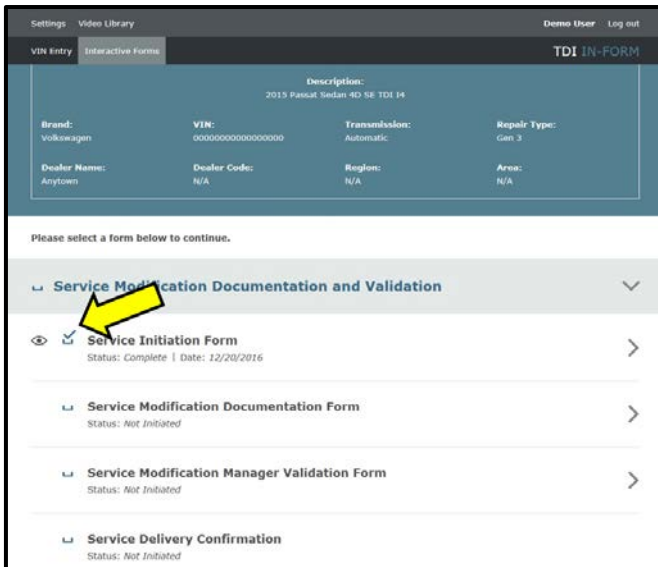
Section B – Emissions Modification Procedure



NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.



NOTE

RISK of Non-payment!

Ensure that the “check mark” <arrow> is present prior to beginning any work.

- Ensure the Service Initiation Form has a “check mark” <arrow>.
 - If the Service Initiation Form does not have a “check mark” <arrow>, immediately contact your Service Consultant to complete the initiation.
 - If “check mark” <arrow> is present, initiate Service Modification Documentation Form and continue work.

DO NOT proceed with any work unless you can initiate the Service Modification Documentation Form.

Continue to Section C

Section C – Check for Pre-existing MIL ON Conditions and Vehicle Modifications



- Check for illumination of the MIL <arrow>.
 - If MIL is illuminated, STOP, obtain GFF diagnostic log, create an ATA ticket and contact the Audi Technicians Helpline.
 - If MIL is not illuminated, continue work procedure.

TIP

- ATA cases regarding MIL ON conditions require a GFF diagnostic log to be uploaded at the time of first contact.

- Check for vehicle modifications from original equipment.
 - If vehicle modifications from original equipment are found, STOP, create an ATA ticket and contact the Audi Technicians Helpline.
 - If vehicle modifications from original equipment are not found, continue work procedure.

Proceed to Section D

Section D – Emissions Modification Procedure

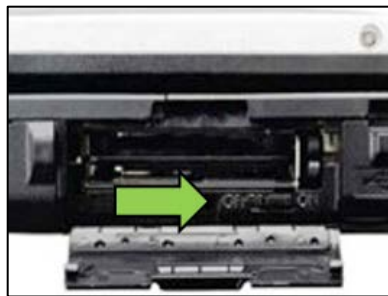
NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

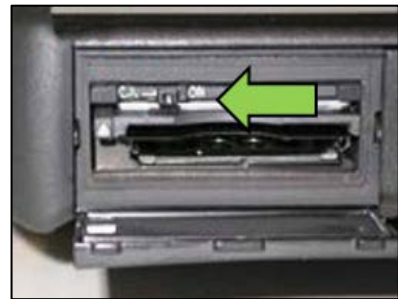
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

⚠ WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

i TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

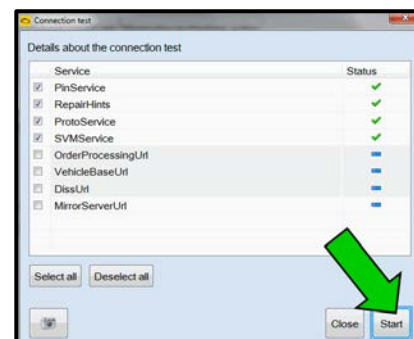
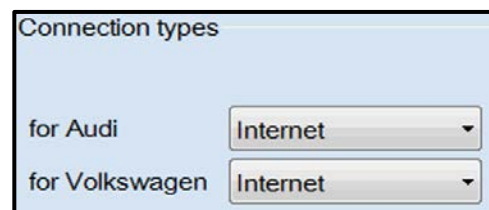
Things to check before starting Software Version Management (SVM):

- ✓ Verify your network connection through LAN by checking the connection icon (lower right of the home screen).



- ✓ Check the icon <arrow> within the ODIS software that you have a connection.

- ✓ Within the Connection Tab, verify that the Connection type(s) display "Internet" <as shown>.

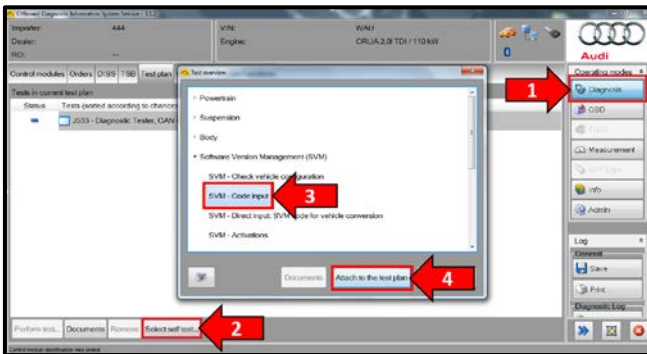


- ✓ Start a connections test <arrow> and verify that all connections pass.

- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger to the vehicle battery.
- Switch the ignition on.
- Apply the parking brake.
- Switch the headlights off.
- Connect the VAS6150X Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.



- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

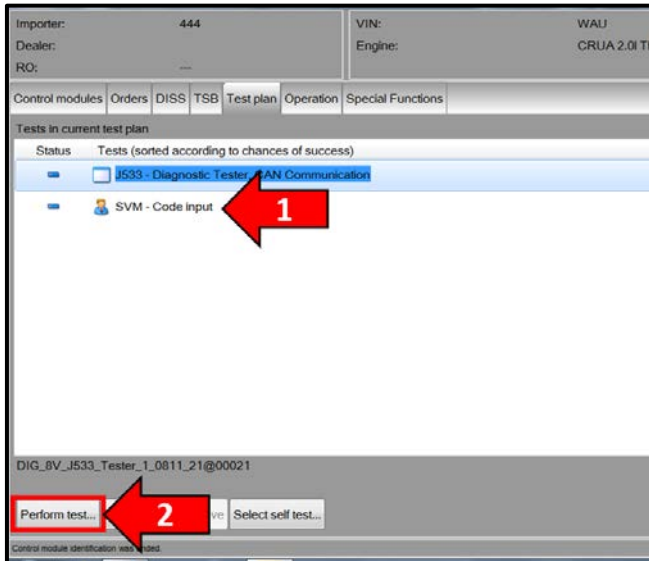


- Upon ODIS startup, select “Diagnosis” <arrow 1>.
- Select “Self Test” <arrow 2>.
- Select “Software Version Management”, then select “SVM Code input” <arrow 3>.
- Select “Attach to the test plan” <arrow 4>.

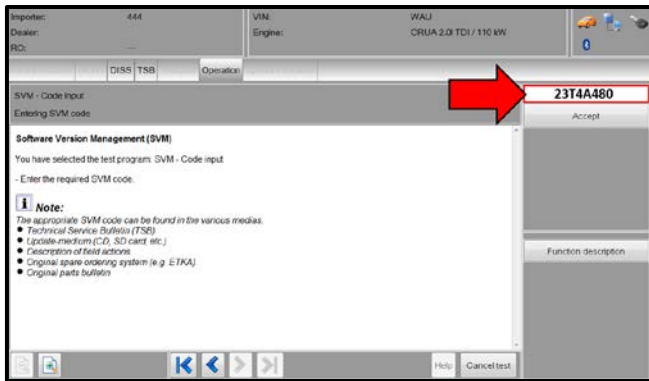
NOTE

RISK of Scan Tool Damage!

Do not leave the scan tool on the windshield during the flash process, as it is possible that the windshield wipers may cycle.



- From the Test plan screen, Select “SVM Code input” test plan <arrow 1>, then select “Perform test” <arrow 2>.
- Follow the on-screen prompts.

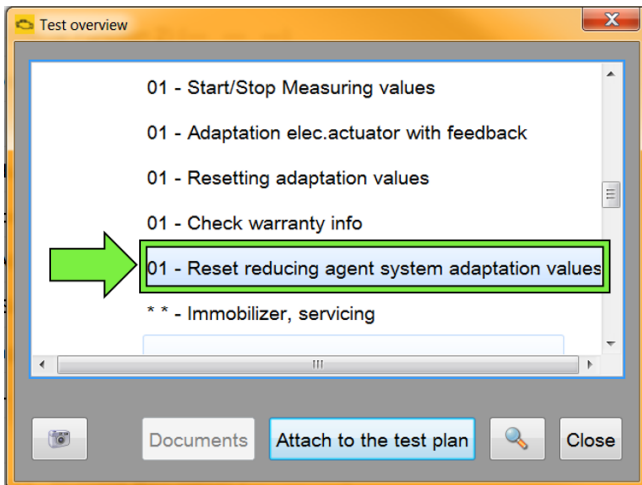


- Enter SVM code “23T4A480” <arrow>, then select “Accept”.
- Follow the on-screen prompts.

TIP

KESY Vehicles!

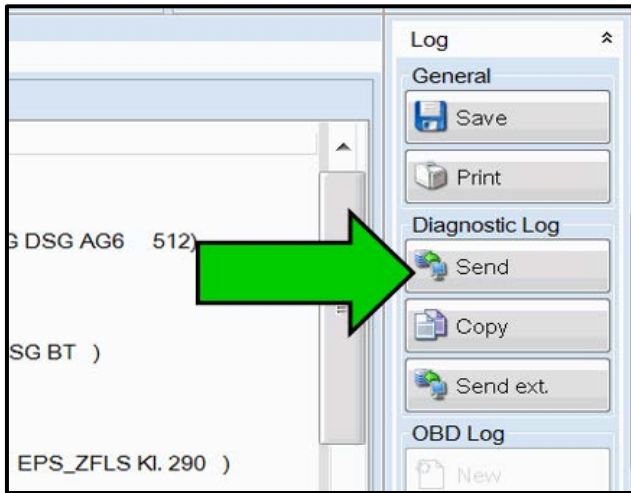
- Due to a weak key battery, it may be necessary to hold the key up to the reader coil during the ignition on/off process of the flash.
- Key(s) should always be left in the vehicle during the flash process.



NOTE

After flashing, the vehicle will not start due to adaptation values for reducing agent missing. Perform test plan to reset reducing agent adaptation values prior to attempting to start vehicle.

- Perform “Reset reducing agent system adaptation values” <arrow>.



- At the end of the diagnostic session, Select “Send” <arrow> and follow the prompt for sending the log on-line.

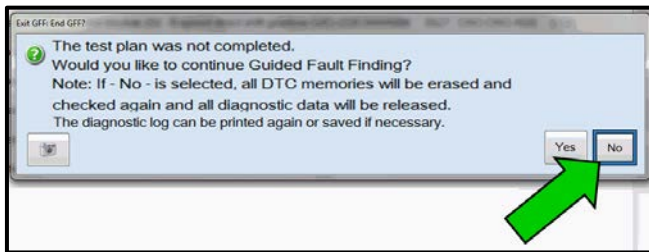
NOTE

RISK of Non-payment!

Diagnosis logs must be sent on-line after the flash process to be considered for reimbursement.

TIP

Technicians may find it helpful to also store the log on a USB stick for back-up.



TIP

When exiting GFF, it is important to select “No” <arrow>.

Proceed to Section E.

Section E – Supplemental Vehicle Emissions Control Information Label

Install Supplemental Vehicle Emissions Control Information Label

VOLKSWAGEN / AUDI VEHICLE EMISSION CONTROL INFORMATION				
Conforms to Consent Decree Maximum Emissions Modification Limits: 2015 MY Diesel GEN 3				
Emission Levels for Modified Vehicles				
Test	NMOG + NOx g/mi	CO g/mi	HCHO g/mi	PM g/mi
Transmission	Auto / Man	Auto / Man	Auto / Man	Auto / Man
FTP	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
Hwy FE test	0.100 / 0.100	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
SFTP composite	0.180 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01
FTP@1620m	0.160 / 0.190	4.2 / 4.2	0.018 / 0.018	0.01 / 0.01

03L 010 005 J

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Label must be installed in location shown.
- Photo documentation of label installed is required.



- Open the hood.
- Clean the surface where the label is to be installed <circle>.
- Install the Supplemental Vehicle Emissions Control Information Label, **03L 010 005 J**, in the location shown.

Proceed to Section F

Section F – TDI Emissions Modification – Proof of Partial Completion Label

Install TDI Emissions Modification – Proof of Partial Completion Label

TDI EMISSIONS MODIFICATION - PROOF OF PARTIAL COMPLETION	
RECALL CODE	GENERATION 3 – 2015 MODEL YEAR
DEALER CODE	<input type="checkbox"/> SOFTWARE UPDATE
REPAIR DATE	
DO NOT REMOVE CAMPTD2016_3A	B0000001

TIP

- The surface where the label is to be installed must be clean, dry, and free from oil residue prior to installing the label.
- Label must NOT cover any existing label(s).
- Photo documentation of label installed is required.
- When affixing the label, keep in mind that in the future, a Phase 2 completion label will also need to be affixed at a later date alongside this Phase 1 completion label.

- Clean the surface next to the Vehicle Emission Control Information Label where the TDI Emissions Modification – Proof of Partial Completion Label is to be installed.
- Fill out and affix TDI Emissions Modification –Proof of Partial Completion Label, part number **CAMP TDI 2016_3A**.
- Apply clear overlay (provided).
- Close the hood.

Proceed to Section G (California only).

Section G – California Only Requirements

CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

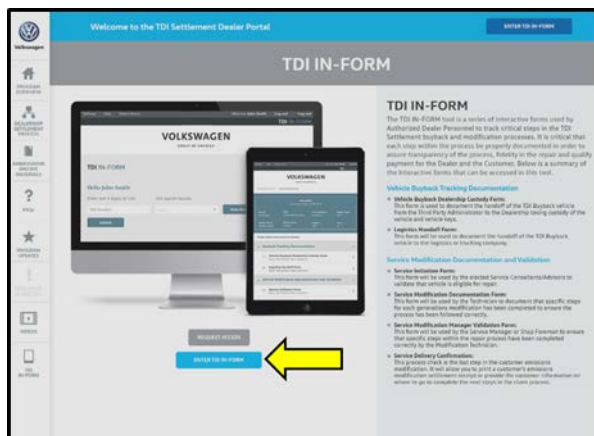
The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.

Proceed to Section H

Section H – Service Modification Documentation Requirements



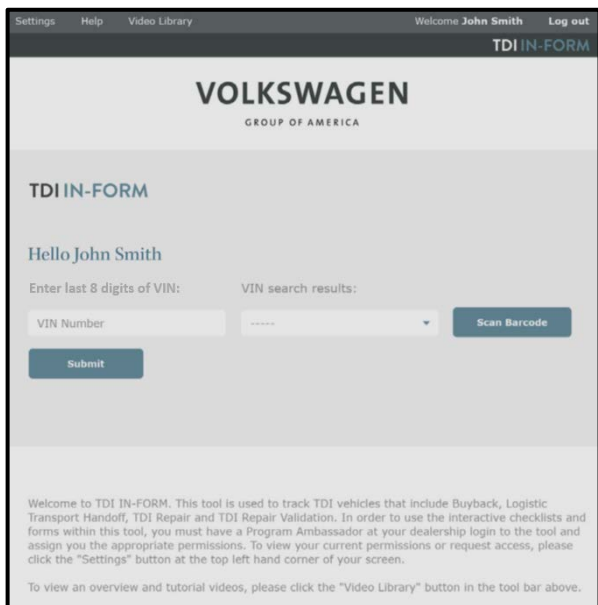
Job Roles Summary:

- *Service Consultant – Initiates validation tool.*
- *Service Technician – Completes service modification requirements.*
- *Manager – Validates the modification was properly completed.*
- *Cashier – Prints receipt, fuel economy label and delivers to customer.*
- *Warranty Administrator – Enters claim into the SAGA system.*

TIP

To access the interactive forms go to the TDI Settlement Program microsite on vwhub.com. Then Select the “TDI IN-FORM” Button from the lower left side of the microsite navigation.

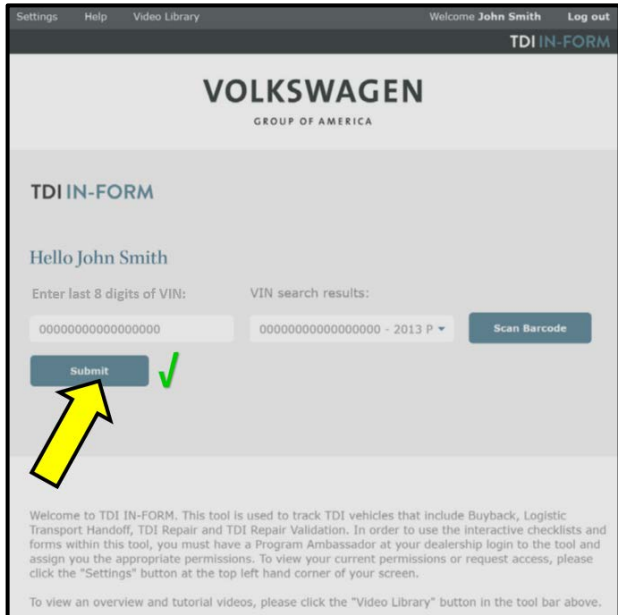
- Enter the “TDI IN-FORM” tool <arrow>.
- Enter the VIN for the vehicle that requires documentation.



TIP

The VIN can be manually typed in or using an iPad or iPhone running iOS 9+, the camera can be used to scan the VIN Barcode.

Please note ambient lighting, camera quality, etc. may impact the effectiveness of the VIN scanning feature.



TIP

After the VIN has been entered, the system will automatically validate that it is a TDI VIN. This will be indicated by a green check mark that will appear next to the VIN.

- Validate the VIN is correct for the vehicle, then click the “Submit” button <arrow>.

Settings Help Video Library Welcome John Smith Log out
TDI IN-FORM
VOLKSWAGEN
 GROUP OF AMERICA
 Enter VIN to Start Interactive Forms

Description:
 2013 Passat Sedan 4D SE TDI 14

Brand: Volkswagen	VIN: 0000000000000000	Transmission: Automatic	Repair Type: Gen 2
Dealer Name Anytown Dealer	Dealer Code: 000000	Region NER	Area: 1A

Please select a form below to continue.

- Buyback Tracking Documentation
- Service Modification Documentation and Validation
 - Service Initiation Form
Status: Not Initiated | Date: Vestibulum
 - Service Modification Documentation Form** ←
 - Service Modification Manager Validation Form
Status: Not Initiated | Date: Vestibulum
 - Service Delivery Confirmation
Status: Not Initiated | Date: Vestibulum

- Select “Service Modification Documentation Form” <arrow>.
- Follow the on-screen prompts completely.

NOTE

RISK of Non-payment!

Not using the IN-FORM tool to document and validate the modification will stop the processing of payment for your dealership even if the modification has been completed.

TIP

Upon completion of the Service Modification Documentation Form, the Manager must validate the repair in the IN-FORM tool.

Proceed to Section I

Section I – Campaign Stamp

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

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

- 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).

ALL WORK IS COMPLETE