



Date: August 28, 2017  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Update 28H3 - Quality Package  
Certain 2017 Audi A4 vehicles

We would like to inform you of an upcoming Update, code 28H3.

**What vehicles are affected?**

There are 17,045 Audi vehicles in the U.S. and 3,299 vehicles in Canada affected by this Update.

**What is the issue?**

On certain vehicles manufactured within a specific period This Update has been proactively released to bring the vehicles up to current production standards.

**What does the repair procedure involve?**

- Replace fuse for data bus diagnostic interface
- Check battery wiring harness and repair if necessary
- Check rear lid power opening control unit and replace if necessary
- Update convenience system central control unit

**When will the Update be available?**

This Update will be visible in Elsa and ServiceNet on or about August 29, 2017.

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.