



# Emissions Recall

## Code: 50D3

# REVISION

<b>Subject</b>	<b>Vehicle Emissions Control Information Label</b>
<b>Revision Summary</b>	Labor operation updated in claiming instructions.
<b>Release Date</b>	August 10, 2017
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2018 MY Audi S4/S5</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	Certain model year 2018 vehicles have been incorrectly labeled with model year 2017 Vehicle Emissions Control Information labels instead of the correct model year 2018 label. This issue will not cause an emissions impact over the standard.
<b>Corrective Action</b>	The correct model year 2018 label (having a new part number) will be affixed to affected vehicles.
<b>Parts Information</b>	A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) you are ordering for available when you place your order.
<b>Code Visibility</b>	On or about August 08, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.  On or about August 08, 2017, this campaign code will show open on affected vehicles in Elsa.  On or about August 08, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Owner Notification</b>	Owner notification will take place in August 2017. Owner letter examples are included in this bulletin for your reference.
<b>Emissions Campaigns Requirements (CALIFORNIA ONLY)</b>	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 <a href="http://www.accessaudi.com">www.accessaudi.com</a> .
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .  Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. <i>Labels can be ordered at no cost via the Compliance Label Ordering portal at <a href="http://www.accessaudi.com">www.accessaudi.com</a>.</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.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	50D3
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark labor as causal
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	8W
	Install correct Vehicle Emissions Control Information Label. Labor operation: 5522 23 99 10 T.U. <b>Labels are provided free of charge, do not enter on claim.</b>
<b>Criteria I.D.</b>	F5
	Install correct Vehicle Emissions Control Information Label. Labor operation: 5522 23 99 10 T.U. <b>Labels are provided free of charge, do not enter on claim.</b>

## Customer Letter Example (United States)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Emissions Recall 50D3 – Vehicle Emissions Control Information Label  
Certain 2018 Model Year Audi S4/S5 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 recall on certain 2018 model year Audi S4 and S5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Certain model year 2018 vehicles have been incorrectly labeled with model year 2017 Vehicle Emissions Control Information labels instead of the correct model year 2018 label. This issue will not cause an emissions impact over the standard.
- What will we do?** Your authorized Audi dealer will install the correct model year 2018 label (having a new part number) on your vehicle. This work will take just a few minutes 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.
- 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. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and 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.
- 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 contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://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](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**Subject: Emissions Recall 50D3 – Vehicle Emissions Control Information Label  
Certain 2018 Model Year Audi S4/S5 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 2018 model year Audi S4 and S5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Certain model year 2018 vehicles have been incorrectly labeled with model year 2017 Vehicle Emissions Control Information labels instead of the correct model year 2018 label. This issue will not cause an emissions impact over the standard.

**What will we do?** Your authorized Audi dealer will install the correct model year 2018 label (having a new part number) on your vehicle. This work will take just a few minutes 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.

**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 August 08, 2017 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.

**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 contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://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

**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.

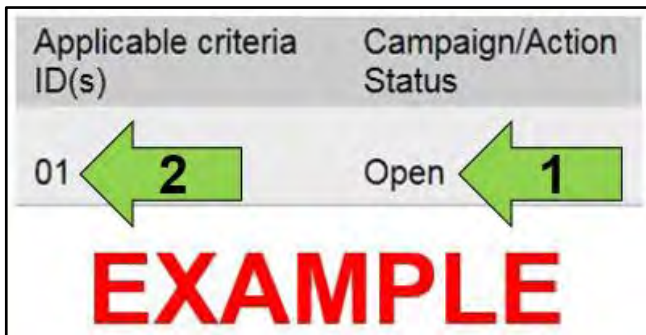
**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
8W	1	06M010533CRVU	Vehicle Emissions Control Information (VECI) Label
F5			

- When placing label order ensure that the part number with suffix “RVU” is requested.
- Additional labels can be ordered through the Compliance Label Ordering Portal on [accessaudi.com](http://accessaudi.com).
- Labels are sent free of charge.

**Repair Instruction**

**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.

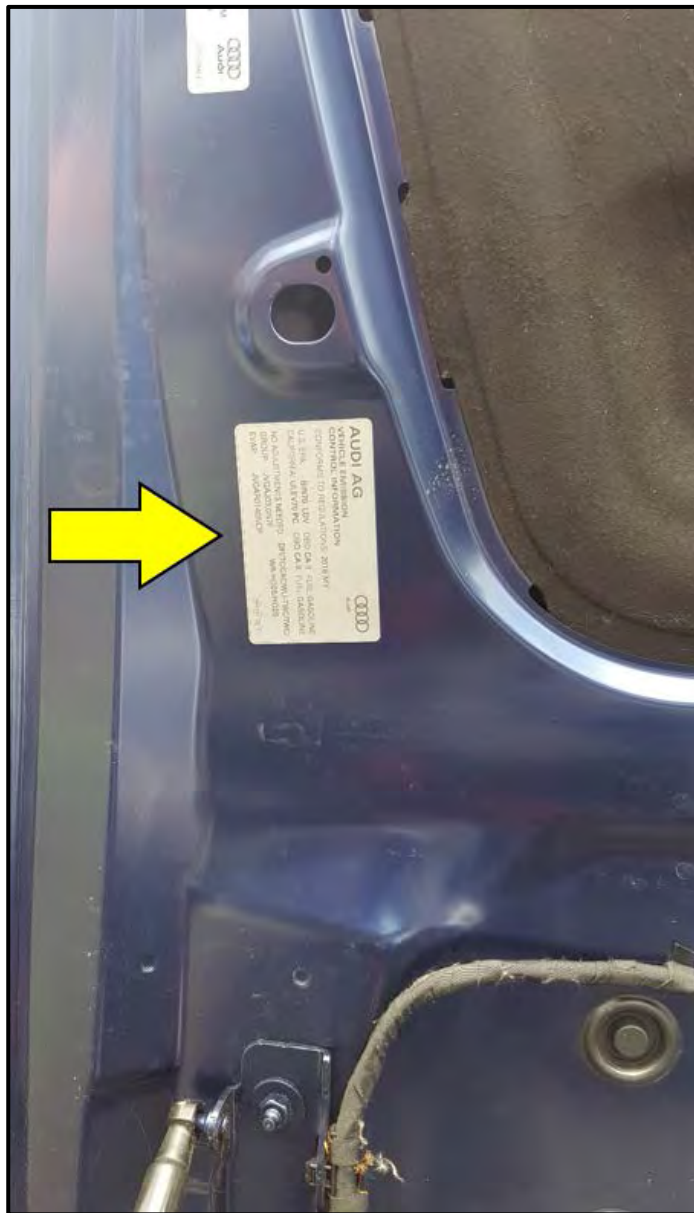
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Repair Procedure

### NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



- Open hood.
- Locate the Vehicle Emissions Control Information Label on the right side of hood <arrow>.
- Clean the Vehicle Emissions Control Information Label and surrounding area as necessary to remove any dirt or debris.
- Remove the paper backing from the label, align the label where shown, and apply the label to the vehicle.

Part Number	Part Description
06M010533C	VECI Label

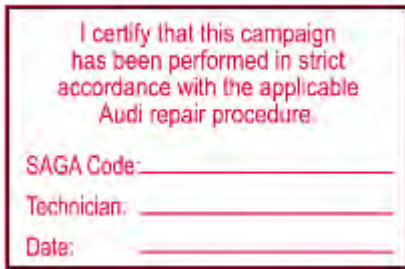
- Ensure minimal air bubbles are created when installing the new label.

### NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the replacement label.
- The replacement label MUST cover the existing label completely.
- Handle the replacement label carefully. Do not touch the adhesive backing.

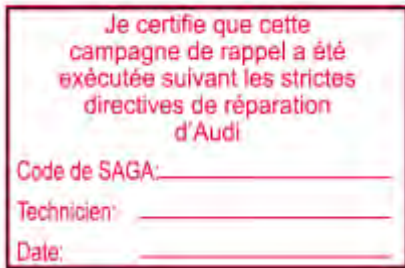
**Proceed to Section C**

## Section C – Campaign Completion Stamp



Item#: AUD4927ENG

-OR-



Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section D (California Only)**

## Section D – 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](http://www.accessaudi.com).

#### ***i* 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.