



Date: September 11, 2017
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 24CU ECM Software Update
2016 A3 Sportback e-tron

We would like to inform you of an upcoming Update, code 24CU.

What vehicles are affected?

There are 3,556 Audi vehicles in the U.S. and 289 vehicles in Canada affected by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 0 USA, 0 Canada

CPO Inventory: 19 USA, 2 Canada

What is the issue?

This Update will update the ECM software to correct specific OBD diagnostic protocols that could cause incorrect illumination of the MIL.

What does the repair procedure involve?

Update the ECM software via SVM to the latest level.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about September 12, 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.