



23Y9 FAQs

1. How do we know which Phase 2 repair kit to install?

In order to determine the proper Phase 2 repair kit to install, you need to determine if the vehicle is a: (1) customer-owned vehicle or (2) a buyback vehicle.

- **Customer-owned (no buyback) vehicles** are defined as vehicles belonging to customers who elected to receive the Approved Emissions Modification through the TDI Settlement.
- **Buyback vehicles (resold or future resale)** cover all other vehicles, which can include dealer inventory vehicles or vehicles purchased by a customer after the TDI program was announced.

Once the VIN is entered into the IN-FORM tool, the correct category of ownership is displayed in the “Claim Status” field.

- “Repair” indicates **customer-owned (no buyback)**
- “Buyback/Early Lease Termination indicates **buyback vehicles (resold or future resale)**

If a status other than “Repair” or “Buyback/Early Lease Termination” is displayed, please contact the Dealer Support Line at 1-844-357-7778 for clarification.

Once the ownership information has been identified, there are two ways to determine which Phase 2 repair kit is required:

Option 1:

- Use the INFORM tool, enter the VIN, and select “Continue to Service Forms”.
- Once you have selected the service forms, the mileage range that applies to that vehicle must be selected.
 - Automatic Transmission will have the options of less than 40k miles or more than 40k miles.
 - Manual Transmission will have the options of less than 70k miles or more than 70k miles.
- Once the mileage selection has been made, a pop-up will display the correct Phase 2 repair kit to order and install for this specific vehicle. (This page should be printed and attached to the RO or the parts should be noted on the RO. After this page is closed, it is not possible to return to it for reference later.)

Option 2:

- Reference the “Parts Matrix” posted in ServiceNet under the Campaign Circulars section, or in ElsaPro under the 23Y9 attachments.

Note:

- All customer-owned (no buyback) vehicles will receive both Phase 2 repair kits, 2A and 2B.
- Buyback vehicles (resold or future resale) with automatic transmission and mileage below 40,000, or manual transmission mileage below 70,000, will receive Phase 2 repair kit 2A.

All other vehicles will receive both Phase 2 repair kits, 2A and 2B



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2. 23T4 was never performed on this VIN and now 23Y9 is showing open. What do I do?

23Y9 replaced 23T4 and includes the necessary software updates for both recalls. You need to perform 23Y9.

3. How can dealers obtain additional VECI or Proof of Completion labels?

Label allocation is based on completion of the INFORM tool. This means that for every completed INFORM tool, another set of labels is sent to replenish the labels used. If additional labels are needed, or if you have any questions, contact labelrequest@audi.com.

4. What if the vehicle already has a VECI label from Phase 1? Do I replace it with a new VECI label?

The VECI labels for Phase 1 and Phase 2 are the same. Make sure the correct VECI label is installed, and replace the label if necessary. Never apply a label over an existing label. Take a photo of the old or the newly-installed VECI label and upload it to the INFORM tool.

5. What if the vehicle already has the Proof of Partial Completion label from Phase 1? Should it be replaced with a Proof of Completion label?

Never apply a label on top of another label or attempt to remove any previously-applied label. The new Proof of Completion Label must be applied on another painted surface under the hood.

6. How should a vehicle be handled if it is in the shop to have 23Y9 performed, but there is a pre-existing MIL-on condition?

Vehicles on which 23T4 has been performed are covered by the Extended Emissions Warranty, and dealers can use that coverage to repair the pre-existing condition.

7. What should we do if a part in the kit is damaged or the kit is missing parts?

Order the missing or damaged part and claim it in SAGA as a parts warranty under a separate claim line.

8. We accidentally installed both kits on a vehicle that only needed Phase 2 repair kit 2A. Can we be reimbursed for additional parts and labor?

Only the parts and labor that are required for the specific VIN at the time of the repair will be reimbursed under the campaign.

9. 23Y9 does not mention the loaner label, the INFORM tool is asking for a photo. What should we do?

The loaner label should be filled out and a photo should be uploaded to the INFORM tool.



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10. Is the spray wax reimbursable for the Campaign?

No, the spray wax is considered a shop supply.