

VWoA Compliance

From: Audi Communications
Sent: Monday, June 04, 2018 6:30 AM
To: VWoA Compliance
Subject: Dealer Communication: Audi Q7 3.0L TDI Gen 1.1 Emissions Modifications - Repair Authorization



Dealer Communication

To: DP, GM, Parts, Service, Warranty
From: Audi Product Quality

Audi Q7 3.0L TDI Gen 1.1 Emissions Modifications - Repair Authorization

Audi of America is requesting your cooperation in supplying us with technical information related to the repair process for vehicles on which the TDI Generation 1.1 Q7 3.0L Emissions Modification is being performed, "Campaign 23R8". Audi will use this information to ensure prompt analysis and resolution of any emerging concerns.

TDI Generation 1.1 Q7 3.0L Emissions Modification has been released for repairs.

If you experience any issues while performing "Campaign 23R8", or after the software update for the TDI Generation 1.1 Q7 3.0L Emissions Modification, follow the process below to open a Technical Assistance Center (TAC) ticket.

NOTE: TAC authorization is not required to perform the software update; it is only required if an issue occurs while the update is being performed (for example, if update fails, SVM will not update control modules, etc.) or if an issue occurs after the software update.

If an issue is experienced during or after the software update:

- Create a phone or web contact in the TAC system. Select concern group "Campaign-TDI Emissions Concerns".

Technical Assistance

Create Ticket

Ticket Information

Concern Type: Technician Email:

- Contact TAC for further instructions. Be sure to record the TAC case number on the repair order.
- After the concern is corrected, findings must be reported before the TAC ticket can be closed.

NOTE: Issues related to ODIS should be directed to the ODIS Diagnostic Support Group at 888.896.1298, along with a feedback via the ODIS tool (refer to document AOS-15-03 for ODIS feedback set-up instructions). ODIS issues will still be reviewed as part of the TDI Monitoring Program.

Warranty reimbursement for the TDI Generation 1.1 Q7 3.0L Emissions Modification will continue until Audi Warranty communicates an end date to dealers.

Questions or concerns may be directed to Audi Warranty at 866.677.2834 or AudiWarranty@audi.com. Refer to AWA-18-08 for more information.

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