

Service Action

Code: 68F9



Subject
Release Date
Affected Vehicles

Toolkit
August 21, 2019
U.S.A. & CANADA: Certain 2019 MY Audi RS3

Country	Model Year	Vehicle	Vehicle Count
USA	2019	RS3	31
CAN	2019	RS3	19

Counts reflect overall recall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.

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 only valid campaign inquiry & verification source.

- ✓ Campaign status must show "open."
- ✓ 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.

Problem Description
Corrective Action
Parts Information

A toolkit may not have been installed in the vehicle.
Inspect and, if necessary, install a toolkit.

Parts Control Type: VIN to Order	<p>Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.</p> <p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Criteria	Part Number	Description (per POC)	Qty. per Vehicle	Ordering Method
02 or 03	8V0-012-011	Vehicle toolkit	1	VIN to Order
02 or 03	8P0-012-615-A	Compressor	1	VIN to Order
02 or 03	8V0-011-031-B	Jack	1	VIN to Order
02 or 03	4H0-011-221	Crank arm	1	VIN to Order
02	8R0-012-619-A	Tire sealant	1	VIN to Order
03	5G0-012-619	Tire sealant	1	VIN to Order

Repair Projection Tool (right click to open):

Code Visibility

On or about August 21, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.

On or about August 21, 2019, this campaign code will show open on affected vehicles in Elsa.

Owner Notification	On or about August 21, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Campaign Expiration Date	This campaign expires on December 31, 2022 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>

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: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	68F9																		
Damage Code	0099																		
Parts Vendor Code	002																		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																		
Causal Indicator	Mark vehicle tool kit* as causal																		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																		
Criteria I.D.	02																		
	<p>Inspect for toolkit items; all items present Labor operation: 0183 00 99 10 T.U.</p> <p>-OR-</p> <p>Inspect for toolkit items; items missing, install toolkit items Labor operation: 6894 23 99 10 T.U.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>8V0012011</td> <td>Vehicle toolkit*</td> </tr> <tr> <td>1.00</td> <td>8P0012615A</td> <td>Compressor</td> </tr> <tr> <td>1.00</td> <td>8R0012619A</td> <td>Tire sealant</td> </tr> <tr> <td>1.00</td> <td>8V0011031B</td> <td>Jack</td> </tr> <tr> <td>1.00</td> <td>4H0011221</td> <td>Crank arm</td> </tr> </tbody> </table>	Quantity	Part Number	Description	1.00	8V0012011	Vehicle toolkit*	1.00	8P0012615A	Compressor	1.00	8R0012619A	Tire sealant	1.00	8V0011031B	Jack	1.00	4H0011221	Crank arm
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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 68F9 – Toolkit
Certain 2019 Model Year Audi RS3**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019 model year Audi RS3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** A toolkit may not have been installed in your vehicle.
- What will we do?** Your authorized Audi dealer will inspect your vehicle and, if the toolkit is missing, a new one will be installed in your vehicle. This work will take about half an hour to complete and will be performed for you free of charge.
- 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. 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. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- This service action will be available for you **free of charge only until December 31, 2022**. If you wish to have this service performed after that date, your dealer's normal parts and labor cost associated with this repair will apply.
- 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 Experience at 1-800-253-2834 or via our "Contact Us" page at 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 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.

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: Service Action 68F9 – Toolkit
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Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019 model year Audi RS3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

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- 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.

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.

Sincerely,

Audi Customer Protection

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Overview



- Install missing/incomplete toolkit items.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
02	1	8V0.012.011	Vehicle tool kit
	1	8P0.012.615.A	Compressor
	1	8R0.012.619.A	Tire sealant
	1	8V0.011.031.B	Jack
	1	4H0.011.221	Crank arm
03	1	8V0.012.011	Vehicle tool kit
	1	8P0.012.615.A	Compressor
	1	5G0.012.619	Tire sealant
	1	8V0.011.031.B	Jack
	1	4H0.011.221	Crank arm

NOTE

The specified part numbers reflect the status at the start of this service action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

- 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.
- **All safety recalls must be completed prior to completing this Service Action.**

Proceed to Section B

Section B – Repair Procedure



- If toolkit items are missing, place items in vehicle based on applicable criteria.
- The toolkit items are located under the floor panel in the luggage compartment.

Proceed to Section C.

Section C – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

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.