



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Emissions Service Action 26L9 / Exhaust Gas Recirculation (EGR) Cooler

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** August 20, 2019

**Issue:** Due to a parts catalog error, an incorrect EGR cooler may have been installed on some vehicles during a past service repair visit. Audi will inspect, and if necessary, replace the EGR cooler as a proactive measure to ensure continued emissions compliance.

- Repair:**
- REPAIR AVAILABLE – August 21, 2019 - Inspect and, if necessary, replace the EGR cooler.
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**IMPORTANT! AEM  
Not Required To  
Receive This Repair**

**This service action is fully independent of the approved diesel modification recall on affected vehicles. For customer convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification (AEM). Customers do not need to receive the diesel modification (AEM) in order to receive this repair.**

**Parts Department:**

**Parts Control Type: VIN to Order**

Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

**Affected Vehicles**

**Certain Audi 3.0L TDI Generation 2 Passenger Car (PC) Vehicles**

Country	Model Year	Vehicle	Vehicle Count
USA	2014	A8	6
USA	2014	A7	1
USA	2014	A6 SEDAN	9
USA	2014	Q5	20
CAN	2014	A7	1
CAN	2014	Q5	5

*\*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.*

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – August 2019

**Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

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 EMISCAVWAU).** Certificates *can be ordered at no cost online via the Compliance Label Ordering portal.*

**Please note:** This action is fully independent of the approved diesel modification recall on TDI vehicles. For owner convenience, this action can be performed at the same time as other service work, but can also be done independent of the diesel modification. Owners do not need to receive the diesel modification in order to receive this repair.

**-END OF MESSAGE-**