



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Service Action 24FM / ECM Software

**This notice is for:**

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

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

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** June 17, 2020

**Issue:** Due to a software issue, the fuel injection system may encounter a “vapor lock” condition. This condition could result in an EPC light, a poor running concern, and possibly a high-pitched noise from the engine compartment.

- Repair:**
- REPAIR AVAILABLE – June 18, 2020 – Update ECM software
  - 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.

**Parts Department:** Software update only – no parts needed.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2018	RS3	2,070
USA	2018	2018	TT	638
CAN	2018	2018	RS3	1,017
CAN	2018	2018	TT	358

*\*Counts reflect overall 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.*

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – June 2020

**-END OF MESSAGE-**

*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.*