



Audi

AUDI DEALER COMMUNICATION

Repair Available – Emissions Service Action 23BY / ECM Software

This notice is for:

- | | | |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Advisor | |

Date: October 07, 2020

Issue: During routine evaluation testing, it was determined that some software functions required updates.

IMPORTANT!

This Service Action ONLY applies to vehicles that have received the AEM

- **Dealers MUST provide a copy of the attached customer letter to each customer who presents their vehicle for repair.**
- **This action only applies to vehicles that have received the Approved Emissions Modification (AEM). The AEM must be completed BEFORE performing this work. If a vehicle has not received the AEM, this action does not apply.**
- **This repair MUST explicitly be elected by the customer and be clearly marked on the repair order PRIOR to commencing the software update.**

Repair:

- REPAIR AVAILABLE – October 08, 2020 – Install updated Engine Control Software that will improve On-Board Diagnostic (OBD) monitoring of vehicle emissions systems and otherwise improve the software used by your vehicle. These improvements have no impact to the vehicle's drivability, performance, fuel consumption, or emissions.
- See ELSA/ServiceNet for complete repair & claiming instructions
- Check both the daily Campaign Open Inventory report and OMD for affected vehicles in inventory. Verify OPEN status in ELSA on the day of repair.
- 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	2009	2010	Q7	3,469
CAN	2009	2010	Q7	614

**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 – October 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.