



Date: November 30, 2020
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 13H3 / ECM Software Update (FED_EMS)
Certain 2019-2021 Model Year Audi A6 Vehicles

We would like to inform you of an upcoming Update, code 13H3.

What vehicles are affected?

There are 6,707 Audi vehicles in the U.S. and 29 vehicles in Canada affected by this Update. Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.

What is the issue?

The engine may not run smoothly due to a non-optimal control of the camshaft adjuster during specific operating conditions. In rare cases, the engine may even stop running under these conditions. However, it is possible to restart the engine at any time afterwards. Internal research has shown that the issue can only occur when the engine is idling (i.e. when the vehicle is stationary or just before the vehicle comes to a stop).

What does the repair procedure involve?

Update engine control module (ECM) software.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about December 01, 2020.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.