

# Service Action

## Code: 06C9



<b>Subject</b>	<b>Owner's Manual Supplement – Trailer Load Information</b>																		
<b>Release Date</b>	May 04, 2021																		
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2019</td> <td>2021</td> <td>Q3</td> <td>39,554</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2021</td> <td>Q3</td> <td>9,731</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2021	Q3	39,554	CAN	2019	2021	Q3	9,731
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USA	2019	2021	Q3	39,554															
CAN	2019	2021	Q3	9,731															
	<p>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 <u>only</u> valid campaign inquiry &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>																		
<b>Problem Description</b>	The Trailer Load information in the Technical Data section of the owner's manual contains a chart that has a column incorrectly labeled as "Permitted trailer weight"; the correct wording for that column is "Gross combined weight rating."																		
<b>Corrective Action</b>	Audi will mail owners an owner's manual supplement that contains the correct column heading. Dealers with affected vehicles in inventory are asked to follow the work instructions in this circular to ensure that this supplement is included with the glove box literature/owner manual of each affected inventory vehicle.																		
<b>Code Visibility</b>	On or about May 04, 2021, the campaign code will be applied to affected vehicles.																		
<b>Owner Notification</b>	Owner notification will take place in May 2021. Owner letter examples are included in this bulletin for your reference.																		
<b>Campaign Expiration Date</b>	This campaign expires on <b><u>May 04, 2026</u></b> . Repairs must be performed on or before this date to be eligible for payment.																		
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																		

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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.

<b>Service Number</b>	06C9		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	G1		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6690 23 99	10	Place owner manual supplement into glove compartment

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 06C9 - Owner's Manual Supplement – Trailer Load Information**

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 2019-2021 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	The Trailer Load information in the Technical Data section of the owner's manual contains a chart that has a column incorrectly labeled as "Permitted trailer weight"; the correct wording for that column is "Gross combined weight rating."
<b>What will we do?</b>	We have enclosed an owner manual supplement containing the correct information for your vehicle.
<b>What should you do?</b>	Please review the enclosed supplement and keep it with your owner's manual for future reference.
<b>Lease vehicles and address changes</b>	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.
<b>Can we assist you further?</b>	If you should have any questions, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at <a href="http://www.audiusa.com">www.audiusa.com</a> .
<b>Checking your vehicle for open Recalls and Service Campaigns</b>	To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the <b>Recall/Service Campaign Lookup</b> tool at <a href="http://www.audiusa.com">www.audiusa.com</a> 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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Subject: Service Action 06C9 - Owner's Manual Supplement – Trailer Load Information**

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 2019-2021 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The Trailer Load information in the Technical Data section of the owner's manual contains a chart that has a column incorrectly labeled as "Permitted trailer weight"; the correct wording for that column is "Gross combined weight rating."
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- What should you do?** Please review the enclosed supplement and keep it with your owner's manual for future reference.
- 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 you should have any questions, 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](http://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

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
← <b>3</b> →	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

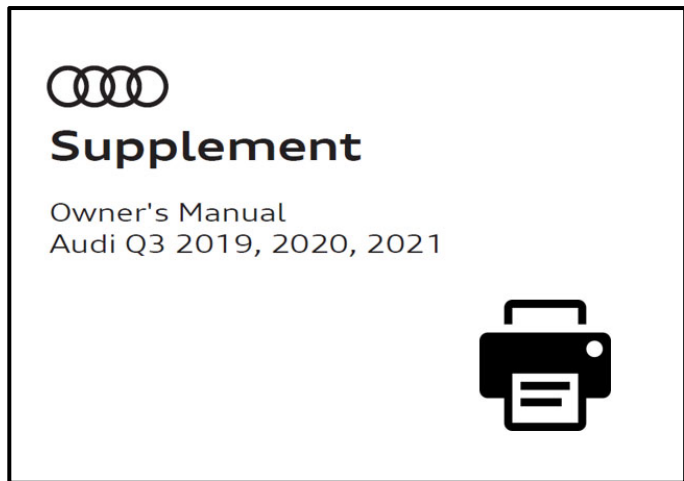
#### CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Repair Procedure



- U.S.A.: Print out the English owner's manual supplement found on one of the ELSA attachment tabs or in ServiceNet.
- CANADA: Print out the English and French owner's manual supplements found on one of the ELSA attachment tabs or in ServiceNet.
- When printing, select "Booklet" for page sizing.
- Place the printed owner's manual supplement in the vehicle glove 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.



# Supplement

Owner's Manual  
Audi Q3 2019, 2020, 2021

For safe operation with a trailer, please note the following change:

The towing capacities in the “Technical Data” chapter of the Owner’s Manual are not applicable. The “permitted trailer weight” value is incorrect. Please adhere to the following specifications instead:





## Technical Data

### Trailer load

Trailer with brakes up to 12% incline	Tongue weight on trailer ball hitch	Gross combined weight rating
1,500 lbs (680 kg)	154 lbs (70 kg)	6,022 lbs (2,730 kg)



#### Tips

Please note that in some cases when towing a trailer, the load can be reduced based on the gross combined weight rating. The gross combined weight rating consists of the total weight of the vehicle including its load and the total weight of the trailer including the trailer load combined together.

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### **For the sake of the environment**

Printed on eco-friendly paper (bleached without chlorine, recyclable).

### **Supplement**

**English North America 09.2020**  
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