

Special Parts Collection

Code: 27K4



Subject	Starter/Generator										
Document History	<table border="1"> <thead> <tr> <th>Date</th> <th>Summary</th> </tr> </thead> <tbody> <tr> <td>11/21/2023</td> <td>Original publication</td> </tr> </tbody> </table>	Date	Summary	11/21/2023	Original publication						
Date	Summary										
11/21/2023	Original publication										
Affected Vehicles	<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>2022</td> <td>2022</td> <td>A3 SEDAN</td> <td>81</td> </tr> </tbody> </table> <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 & verification source.</p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ 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. 	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	A3 SEDAN	81
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USA	2022	2022	A3 SEDAN	81							
Special Parts Collection Program	<p>Audi is conducting a special parts collection program involving the starter/generator from selected 2022 model year Audi vehicles.</p> <p>Under this program:</p> <ul style="list-style-type: none"> • All eligible vehicles will show the Special Parts Collection code 27K4 in ELSA. • The starter/generator will be replaced free of charge by an authorized Audi dealer. • Return of removed parts is mandatory under this action. Claims are subject to cancellation if the removed parts are not returned, or if they are improperly returned. • Time is of the essence. Audi has a specific number of parts to collect under this program. Once this goal is reached, the program will end and no more replacements will be made. Please keep this in mind when scheduling customers for this parts collection program. 										
Code Visibility	On November 21, 2023, the campaign code will be applied to affected vehicles.										
Owner Notification	Owner notification will take place in November 2023. An owner letter example is included in this bulletin for your reference.										
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>										

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01 or 02	1	06Q-903-018	ALTERNATOR	VIN to Order
	4	N -912-045-01	SCREW	Free Order

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA

Parts Control Type:
Free Order

Parts will be managed by Free Order

Initial Allocation:
NO

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

Repair Projection Tool:
(right click to open)



NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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.

Service Number	27K4			
Damage Code	0099			
Parts Vendor Code	002			
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90			
Causal Indicator	Mark ALTERNATOR* as causal part			
Vehicle Wash/Loaner	Do not claim wash/loaner under this action			
Criteria I.D.	01 or 02			
	LABOR			
	Labor Op	Time Units	Description	
	0150 00 99	10	Read out measured values	
	1920 19 33	SEE ELSA	Cooling fan housing remove+reinstall	
	2722 19 83	SEE ELSA	Generator remove+reinstall	
	PARTS			
	Quantity	Part Number	Description	
	1.00	06Q903018	ALTERNATOR*	
	4.00	N 91204501	SCREW	
	OUTSIDE MATERIAL			
	Part Number	Quantity	Description	Amount
	PACKING	1	Packing Materials	Up to \$10.00
	Please enter part number in ALL CAPS			

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: Special Parts Collection for Starter/Generator (27K4)

Dear Audi Owner,

Audi is conducting a special parts collection program related to the starter/generator on certain Audi vehicles. Our records show that you are the owner of a vehicle that has been selected to participate in this program.

This is not a recall but, as explained below, we are doing this as part of a quality assurance initiative.

SPECIAL PARTS COLLECTION PROGRAM

- Audi has pre-selected your vehicle to analyze starter/generators. Under this program, we would like to replace the starter/generator in your vehicle with new parts **FREE** of charge.
- The starter/generator in your vehicle is **not** recalled.

HOW TO PARTICIPATE – WHAT YOU CAN DO

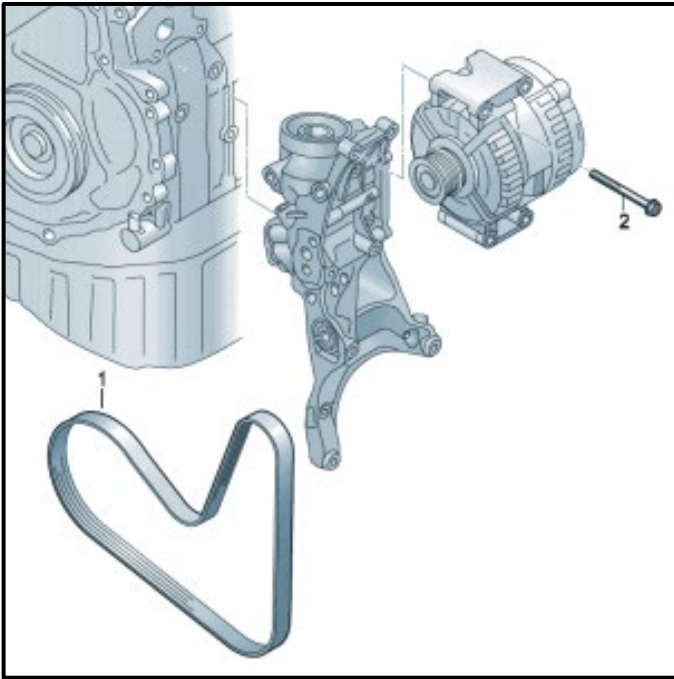
- If you would like to participate in this program, please contact an authorized Audi dealer at your earliest convenience. You can also visit www.audiusa.com and click on the “Find a Dealer” link to locate a dealer near you and schedule this service.
- Starter/generator replacement will take about half a day to complete and will be done free of charge. Please keep in mind that your dealer may need additional time for the preparation of the replacement, as well as to accommodate their daily workshop schedule.
- Time is of the essence. Audi has a specific number of parts to collect under this program. Once this goal is reached, the program will end and no more replacements will be made. If you were previously notified about this program, please let this serve as a reminder that the program is ongoing.

If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com.

Sincerely,

Audi Customer Protection

Repair Overview



- Read out ECM measured value blocks.
- Replace starter/generator.

! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
→ 3	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

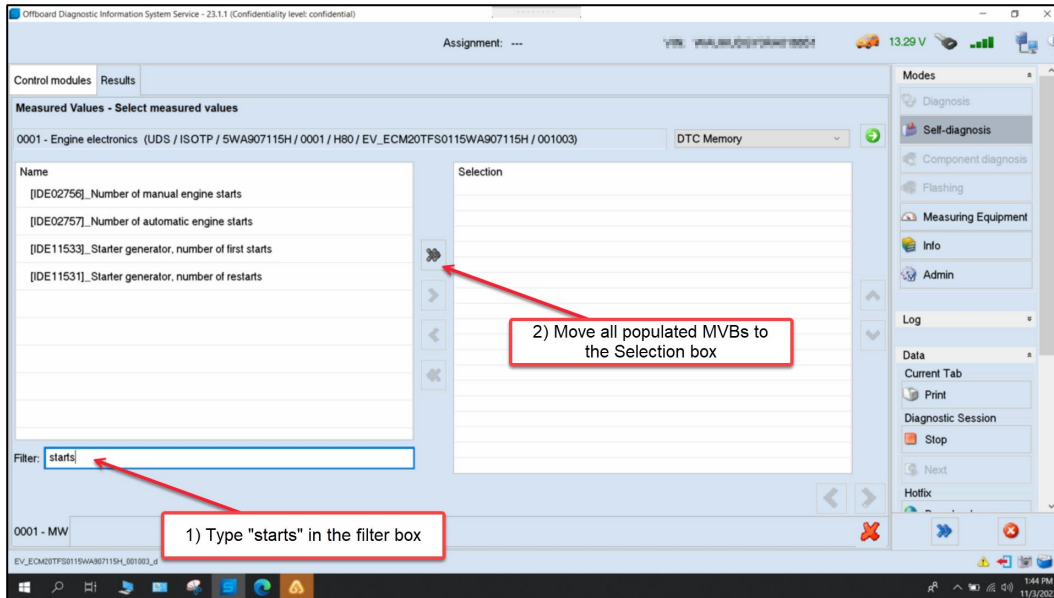
 **STOP!** 

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.

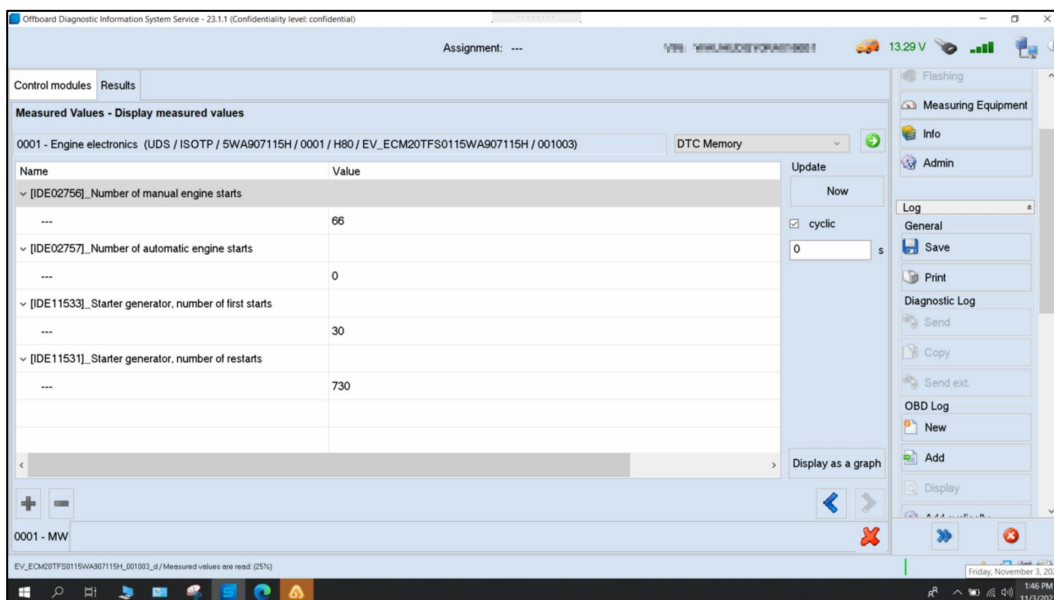
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Read Out ECM Measured Values/Print Required Information

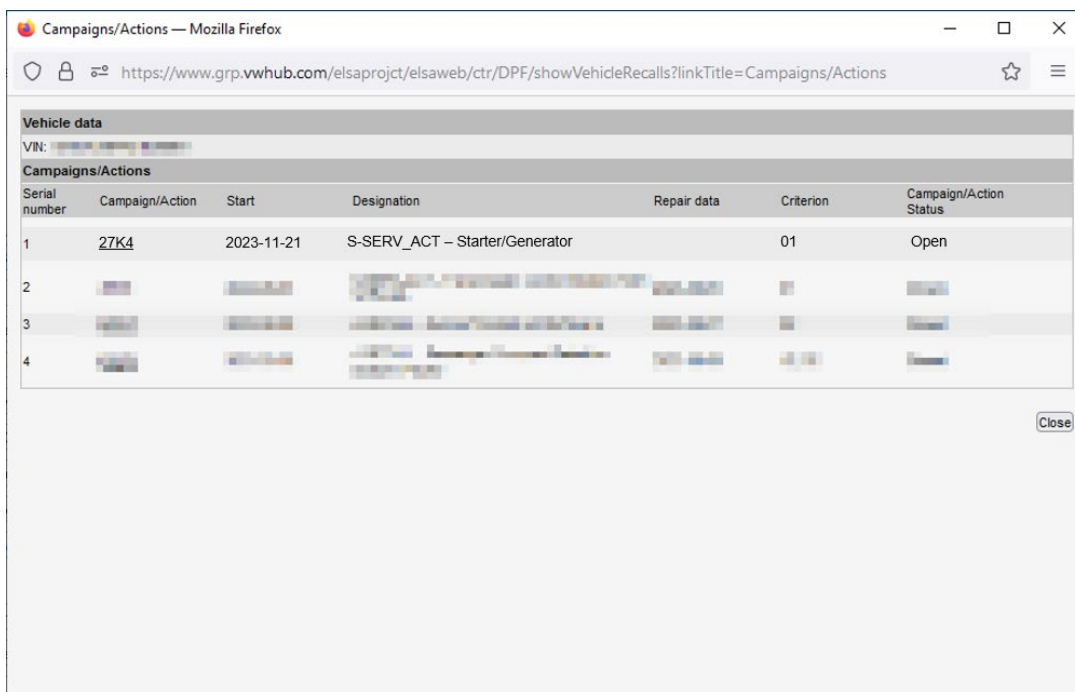
- The historical start/stop history of the vehicle must be read out.
 - The log showing the measured value block information must be printed and placed in the box with the removed starter/generator.
 - The data from the Campaigns/Actions screen in ELSA must be printed and placed in the box with the removed starter/generator.
- Check the ECM measured values using Self-diagnosis.
 - Type “starts” in the filter box and move all populated measured values to the Selection box.



- Print the results and place the printout with the removed starter/generator in the original packaging.
- The results can be printed several ways. A screenshot or self-diagnosis log are acceptable. Guided Fault Finding can also be used and the log showing the MVB results can be printed.



- Print a copy of the Campaigns/Action screen from ELSA or Elsa2Go.
- Place the printout with the removed starter/generator in the original packaging.



- Proceed to Section C after all required MVBs and ELSA screenshot are printed.

Section D – 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

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

Proceed to Section E

Section E - MANDATORY Parts Return Information

- All starter/generators replaced under Special Parts Collection 27K4 must be returned to the designated inspection facility. Requests for all starter/generators will be available in the Warranty Parts Portal (WPP) once the claim has reached Approved status in SAGA.
- Starter/generators not returned or improperly returned are subject to claim cancellation.
- Special Parts Collection 27K4 claims will be cancelled in SAGA in the event the starter/generator requested for return through the WPP are not received or in-transit with FedEx by the request expiration date.
- Use the Warranty Parts Portal to obtain the FedEx shipping label.
- **Ensure the start/stop data printout is enclosed with the starter/generator.**
- **Ensure the printout of the Campaigns/Action screen from ELSA is enclosed with the starter/generator.**
- The starter/generators must be packaged as follows to prevent damage:
 - 1) Line a box that is slightly larger than the original starter/generator box with bubble wrap.
 - 2) Wrap the starter/generator in bubble wrap and place it in the original box.
 - 3) Wrap the original box in bubble wrap and place it the slightly larger box.
 - 4) Wrap the second layer of bubble wrap around the original starter/generator packaging. **The original starter/generator box must not shift inside the larger box.**

