



**Audi**

# AUDI DEALER COMMUNICATION

## Repair Available – Emissions Service Action 27BQ / Starter-Alternator

**This notice is for:** All Dealer Personnel

**Date:** April 29, 2024

**About this Service Action:** Under this service action, authorized Audi dealers will replace the starter-alternator in affected vehicles at no cost to owners. A defective starter-alternator may inhibit start/stop functionality which could increase CO2 and other emissions while vehicle is stopped. Emissions still remain within certification standards.

- Repair:**
- REPAIR AVAILABLE – April 30, 2024
  - See ELSA and Service References in Elsa2Go 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:** See the campaign circular for detailed parts & ordering information.

**Affected Vehicles:**

Country	Beginning Model Year	Ending Model Year	Vehicle	
USA	2020	2020	A6 ALLROAD	<b>The 27BQ repair will be launched in multiple waves.</b>
USA	2019	2020	A6 SEDAN	
USA	2019	2020	A7	
USA	2019	2020	A8	
USA	2020	2020	Q7	
USA	2019	2020	Q8	
USA	2020	2020	RSQ8	
USA	2020	2020	S6 SEDAN	
USA	2020	2020	S7	
USA	2020	2020	S8	
CAN	2020	2020	A6 ALLROAD	
CAN	2019	2020	A6 SEDAN	
CAN	2019	2020	A7	
CAN	2019	2020	A8	
CAN	2020	2020	Q7	
CAN	2019	2020	Q8	
CAN	2020	2020	RSQ8	
CAN	2020	2020	S6 SEDAN	
CAN	2020	2020	S7	
CAN	2020	2020	S8	

*Ensure all dealer 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.*

*\*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 – May 2024
- Loaner/rental coverage – see campaign circular

**Requirements for Emissions Campaigns Having Customer Notification (CALIFORNIA ONLY)**

The California Air Resources Board and the Department of Motor Vehicles (DMV) require emissions-related campaigns to be completed prior to vehicle registration renewal. **When campaign work is done you must provide the owner with a signed “Vehicle Emission Recall – Proof of Correction” certificate (RC EMISCAVWAU).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal.

**-END OF MESSAGE-**