

Service Action

Code: 97PB



Subject	Rearview Mirror				
Document History	Date		Summary		
	06/04/2024		Original publication		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2024	2024	Q8 E-TRON QUATTRO	87
	USA	2024	2024	Q8 SPORTBACK E-TRON QUATTRO	18
	<p><i>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.</i></p> <ul style="list-style-type: none"> ✓ <i>Campaign status must show "open."</i> ✓ <i>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.</i> 				
About this Service Action	<p>Due to the installation of an incorrect accessory rearview mirror, the toll module and exterior side mirror auto-dimming functions were disabled. To correct these issues, dealers will replace the rearview mirror assembly with the correct part at no cost to customers.</p>				
Code Visibility	<p>On or about June 04, 2024, the campaign code will be applied to affected vehicles.</p>				
Owner Notification	<p>Owner notification will take place in June 2024. Owner letter examples are included in this bulletin for your reference.</p>				
Campaign Expiration Date	<p>This campaign expires on June 04, 2029. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this work performed after the expiration date, your normal costs associated with this work will apply.</p>				
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	1	4KE-857-511-C 9B9	MIRROR	Free Order

Parts Control Type: Free Order	Parts will be managed by Free Order.
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Initial Allocation: NO	There will be no parts allocation.
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NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

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	97PB		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark MIRROR* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	6827 19 00	SEE ELSA	Inside Mirror remove+reinstall
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (Clear fault memory)
	PARTS		
	Quantity	Part Number	Description
	1.00	4KE857511C 9B9	MIRROR*

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 97PB – Rearview Mirror

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 2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action:

Due to the installation of an incorrect accessory rearview mirror, the toll module and exterior side mirror auto-dimming functions were disabled. To correct these issues, dealers will replace the rearview mirror assembly with the correct part at no cost to customers.

This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the work, as well as to accommodate their daily workshop schedule.

What should you do?

In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this work. For your 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.

Additional Information

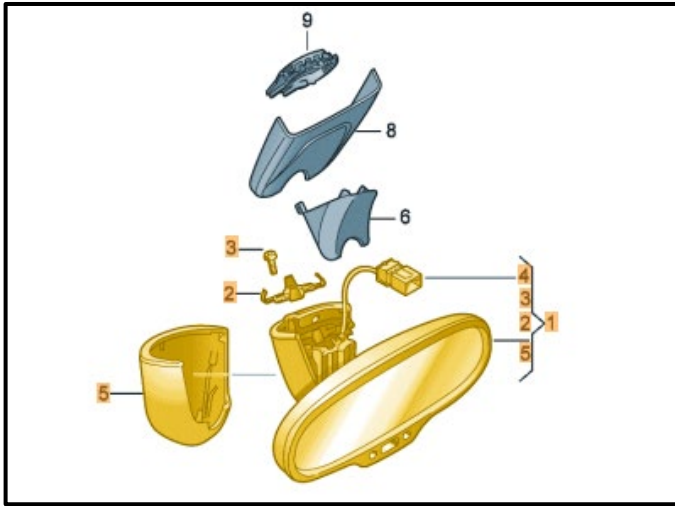
- This service action will be available for you free of charge **only until June 04, 2029**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or 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.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at www.audiusa.com 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

Repair Overview



- Replace interior rearview mirror.

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.

Required Tools



Battery Tester/Charger
capable of **minimum 90
Amp** continuous supply



Diagnostic Tester
-VAS6150X/6160X-
(or equivalent)



Scraper Set
-VAS6845-
(or equivalent)

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.

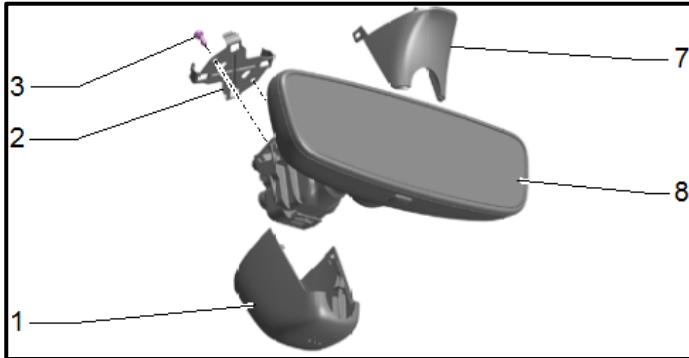
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure

NOTE

If the following fault is stored, complete this repair before performing further diagnosis:

- **U116300:** Automatic dimming interior mirror no communication.



Replace interior rearview mirror:

- Replace the interior rearview mirror per the ELSA repair manual:
 - *Repair manual > Body > Body Interior > 68 Interior Equipment > Interior Rearview Mirror > Interior Rearview Mirror, Removing and Installing.*

Part Number	Part Description
4KE-857-511-C 9B9	Interior rearview mirror

NOTE

Vehicles affected by the 97PB are not equipped with a J844 control module. The replacement test plan listed in the repair manual does not need to be performed.

Clear fault memory:

- Scan the vehicle using GFF.
- Exit the GFF session to clear the fault memory and send the diagnostic protocol online.

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

- 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 D.**

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S.