



Audi

Emissions Service Action

Code: 27BQ

Subject Starter - Alternator

Document History

Date	Summary
06/11/2024	Updated coolant claiming quantity
05/03/2024	Updated claiming instructions
04/30/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	A6 ALLROAD	The 27BQ repair will be launched in multiple waves.
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	The 27BQ repair will be launched in multiple waves.
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	

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.

- ✓ 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.

About this Emissions Service Action

Under this service action, 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 the vehicle is stopped. Emissions still remain within certification standards.

Code Visibility

On or about April 30, 2024, the campaign code was applied to the first wave of affected vehicles.

Owner Notification

Owner notification will begin in May 2024. Owner letter examples are included in this bulletin for your reference.

Emissions Campaigns Requirements (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 EMISCAVWAWU). Order certificates online via the Compliance Label Ordering portal at www.accessaudi.com.

Additional Information

Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Parts Information


Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
SC	1	4N0-903-028-S	Alternator	VIN to Order
C8, A8, 4M or S8	1	4N1-903-028	Alternator	VIN to Order
RQ	1	4N1-903-028-B	Alternator	VIN to Order
ALL	1	N -900-970-01	WASHER	Free Order
ALL	2	N -910-718-01	BOLT	Free Order
C8, A8, 4M or SC	1	06M-121-488-A	GASKET	Free Order
C8	1	06M-133-237-A	GASKET	Free Order
4M	1	4M0-145-117	SEAL RING	Free Order
S8	4	N -910-968-01	BOLT	Free Order
S8 or RQ	1	WHT-008-729-A	SEAL RING	Free Order
ALL	As needed	G -12E-100-1G CON	G12 EVO Coolant - Concentrate (US Dealers)	Free Order
		G -12E-100-2G CON	G12 EVO Coolant - Concentrate (Canadian Dealers)	Free Order
	-OR-			
	As needed	G -12E-050-1G-RTU	G12 EVO Coolant - 50/50 Pre-mix (US Dealers)	Free Order
		G -12E-050-2G-RTU	G12 EVO Coolant - 50/50 Pre-mix (Canadian Dealers)	Free Order
	<i>NOTE: Approximately 3 liters of coolant should be needed for the repair.</i>			


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Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	27BQ		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if Alternator (starter/generator) is OK Mark Alternator* as causal if Alternator (starter/generator) is NOT OK		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	ALL		
	Check starter/generator software version. Starter/generator <u>does not</u> require replacement.		
	LABOR		
	Labor Op	Time Units	Description
	0150 00 10	SEE ELSA	GFF/Guided functions (<i>setup + battery charger</i>)
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	See below for claiming instructions based on the vehicle's criteria if the starter/generator requires replacement.		

-OR-

Continued on next page

Claim the following, based on the vehicle's criteria, if the starter/generator requires replacement.

Criteria I.D.	4M		
	LABOR		
	Labor Op	Time Units	Description
	2726 19 43	SEE ELSA	Integr. starter-alternator remove+reinstall
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations – including SW version check)
	PARTS		
	Quantity	Part Number	Description
	1.00	06M121488A	GASKET
	1.00	4M0145117	SEAL RING
	1.00	4N1903028	Alternator*
	As needed**	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix)
	As needed**	G 12E100S1	COOLANT (concentrate)
	USA ONLY		
	CANADA ONLY		
	**Observe the warranty parameters for invoicing coolant: <ul style="list-style-type: none"> • US Dealers: Audi Warranty Online > Resource Center > Oil Capacity Chart • Canadian Dealers: Warranty Policies & Procedures Manual > search CAWP 21-03 		
	1.00	N 90097001	SEAL RING
	2.00	N 91071801	SCREW, HEX. HD.

Continued on next page

Criteria I.D.	A8			
	LABOR			
	Labor Op	Time Units	Description	
	2726 19 43	SEE ELSA	Integr. starter-alternator remove+reinstall	
	2706 89 50	SEE ELSA	Battery charge	
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations – including SW version check)	
	PARTS			
	Quantity	Part Number	Description	
	1.00	06M121488A	GASKET	
	1.00	4N1903028	Alternator*	
	As needed**	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix)	USA ONLY
	As needed**	G 12E100S1	COOLANT (concentrate)	CANADA ONLY
	**Observe the warranty parameters for invoicing coolant:			
	<ul style="list-style-type: none"> • US Dealers: Audi Warranty Online > Resource Center > Oil Capacity Chart • Canadian Dealers: Warranty Policies & Procedures Manual > search CAWP 21-03 			
	1.00	N 90097001	SEAL RING	
	2.00	N 91071801	SCREW, HEX. HD.	
Criteria I.D.	C8			
	LABOR			
	Labor Op	Time Units	Description	
	2726 19 43	SEE ELSA	Integr. starter-alternator remove+reinstall	
	2706 89 50	SEE ELSA	Battery charge	
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations – including SW version check)	
	PARTS			
	Quantity	Part Number	Description	
	1.00	06M121488A	GASKET	
	1.00	06M133237A	GASKET	
	1.00	4N1903028	Alternator*	
	As needed**	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix)	USA ONLY
	As needed**	G 12E100S1	COOLANT (concentrate)	CANADA ONLY
	**Observe the warranty parameters for invoicing coolant:			
	<ul style="list-style-type: none"> • US Dealers: Audi Warranty Online > Resource Center > Oil Capacity Chart • Canadian Dealers: Warranty Policies & Procedures Manual > search CAWP 21-03 			

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	1.00	N 90097001	SEAL RING
	2.00	N 91071801	SCREW, HEX. HD.

Criteria I.D.	RQ		
	LABOR		
	Labor Op	Time Units	Description
	2726 19 23	SEE ELSA	Integr. starter-alternator remove+reinstall
	2726 55 73	SEE ELSA	Integr. starter-alternator replace
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations – including SW version check)
	PARTS		
	Quantity	Part Number	Description
	1.00	4N1903028B	Alternator*
	As needed**	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix)
	As needed**	G 12E100S1	COOLANT (concentrate)
			USA ONLY
			CANADA ONLY
	**Observe the warranty parameters for invoicing coolant:		
	<ul style="list-style-type: none"> US Dealers: Audi Warranty Online > Resource Center > Oil Capacity Chart Canadian Dealers: Warranty Policies & Procedures Manual > search CAWP 21-03 		
1.00	N 90097001	SEAL RING	
2.00	N 91071801	SCREW, HEX. HD.	
1.00	WHT008729A	SEAL RING	

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Criteria I.D.	S8		
	LABOR		
	Labor Op	Time Units	Description
	2726 19 23	SEE ELSA	Integr. starter-alternator remove+reinstall
	2726 55 73	SEE ELSA	Integr. starter-alternator replace
	2706 89 50	SEE ELSA	Battery charge
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations – including SW version check)
	PARTS		
	Quantity	Part Number	Description
	1.00	4N1903028	Alternator*
	As needed**	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix)
	As needed**	G 12E100S1	COOLANT (concentrate)
	USA ONLY		
	CANADA ONLY		
	**Observe the warranty parameters for invoicing coolant: <ul style="list-style-type: none"> US Dealers: Audi Warranty Online > Resource Center > Oil Capacity Chart Canadian Dealers: Warranty Policies & Procedures Manual > search CAWP 21-03 		
	1.00	N 90097001	SEAL RING
2.00	N 91071801	SCREW, HEX. HD.	
4.00	N 91096801	HEXAGON SOCKET OVAL HEAD BOLT (COMBI)	
1.00	WHT008729A	SEAL RING	

Continued on next page

Criteria I.D.	SC			
	LABOR			
	Labor Op	Time Units	Description	
	2726 19 45	SEE ELSA	Integr. starter-alternator remove+reinstall	
	2706 89 50	SEE ELSA	Battery charge	
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (GFF Operations – including SW version check)	
	PARTS			
	Quantity	Part Number	Description	
	1.00	06M121488A	GASKET	
	1.00	4N0903028S	Alternator*	
	As needed**	G 12E100S1 or G 12E050S0	COOLANT (concentrate) or COOLANT (pre-mix)	USA ONLY
	As needed**	G 12E100S1	COOLANT (concentrate)	CANADA ONLY
	**Observe the warranty parameters for invoicing coolant:			
	<ul style="list-style-type: none"> • US Dealers: Audi Warranty Online > Resource Center > Oil Capacity Chart • Canadian Dealers: Warranty Policies & Procedures Manual > search CAWP 21-03 			
	1.00	N 90097001	SEAL RING	
	2.00	N 91071801	SCREW, HEX. HD.	

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: Emissions Service Action 27BQ – Starter - Alternator

Dear Audi Owner,

In cooperation with the United States Environmental Protection Agency and the California Air Resources Board, we are informing you of our decision to conduct an emissions service action on certain 2019-2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Emissions Service Action

Under this emissions 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. This work will take about half a day 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

- California owners: California regulations require that this campaign be completed prior to the time you renew your vehicle registration. Therefore, please make sure that this campaign is completed prior to the renewal of your vehicle registration, and that you furnish proof of completion to the Department of Motor Vehicles (DMV) in the form of a copy of the dealer's repair order, including a signed "Proof of Correction" certificate. You obtain this from your dealer after the campaign has been completed. Please retain the signed "Proof of Correction Certificate" with your vehicle records. DO NOT MAIL THIS FORM to the DMV, unless requested.
- 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

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: Emissions Service Action 27BQ – Starter - Alternator

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Canadian Environmental Protection Act, 1999. Audi has determined that a defect, which relates to a prescribed emission standard, exists in certain 2019-2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Emissions Service Action

Under this emissions 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. This work will take about half a day 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.

On or about April 30, 2024, the necessary repair instructions and parts (if applicable) will be available to your authorized Audi dealer.

Additional Information

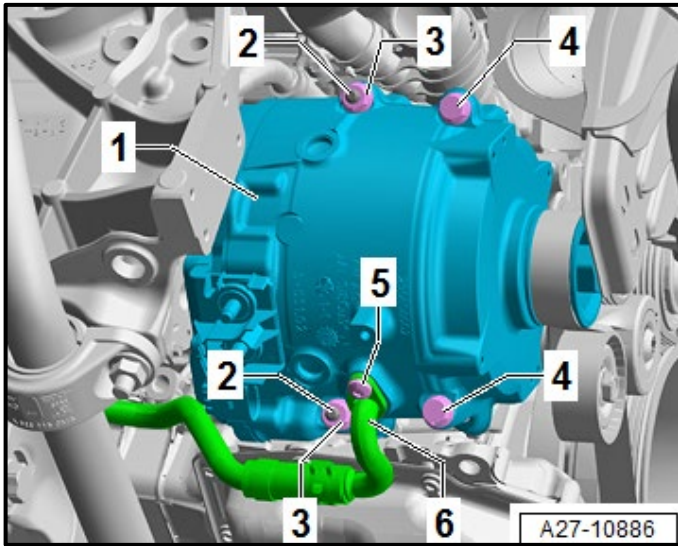
- If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable 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 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.

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



- Check starter/generator software version.
- Replace starter/generator if necessary.

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

 <p>Battery Tester/Charger capable of minimum 90 Amp continuous supply</p>	 <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>
 <p>Cooling System Tester - Adapter -VAG1274/8-</p>	 <p>Cooling System Charge Kit -VAS6096- (or equivalent)</p>
 <p>Hose Clip Pliers -VAS6362- (or equivalent)</p>	 <p>Hose Clip Pliers -VAS6340- (or equivalent)</p>
 <p>Belt Tensioner Locking Tool -T40098- (or equivalent)</p>	 <p>Socket – SW5 12 Points -VAS262023- (or equivalent)</p>
 <p>Cooling System Tester – Adapter -VAG1274/10-</p>	 <p>Torx Socket – T60 -T40087- (or equivalent)</p>
 <p>Safety Gloves and Safety Goggles</p>	

Repair Instruction


Section A - Check for Previous Repair

TIP

If Campaign Completion label is present, no further work is required.

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

EXAMPLE

Campaign/Action	Start	Designation
	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



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 – Check Starter/Generator Software Version

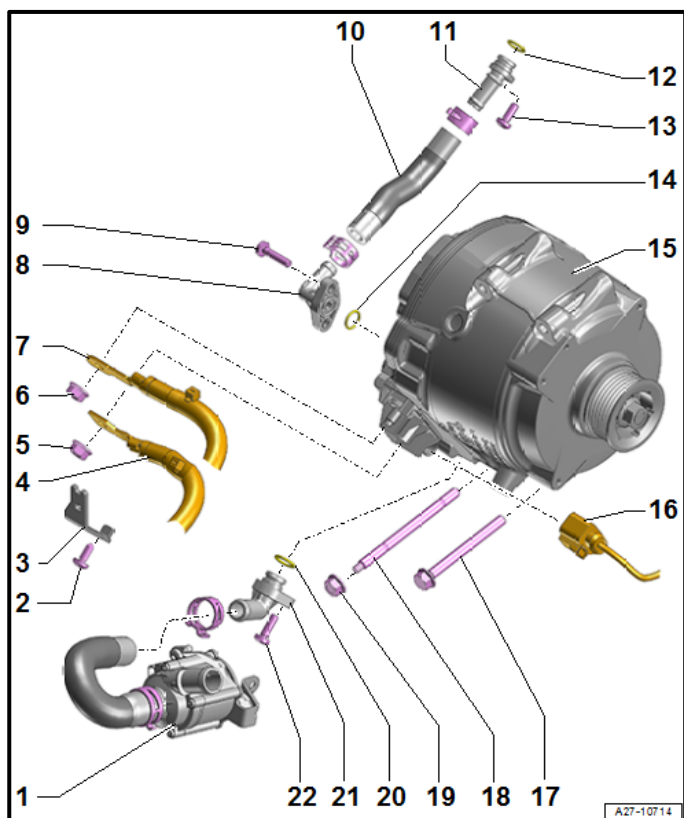
Control modules	Orders	DISS	TSB	Test plan	Procedure	Special Functions
Control module list (29 entries)						
Address	Event	Name				
00A5	19	Front sensor for drivers assistant systems (00A5 - Front Sensor for Driver Assistant System)				
00BB	1	Rear drivers side door electronics (00BB - Driver Side Rear Door Electronics) (4M1959795)				
00BC	3	Rear passenger side door electronics (00BC - Passenger Side Rear Door Electronics) (4M1959795)				
00C4		Voltage converter (00C4 - Voltage Converter) (4N0907566F 0266 MRR_VL)	53	0307	DCDC_GEN_2	
00CA		Sunroof control module (00CA - Power Sunroof Control Module) (4K0907594AA 0002 MRR_VL)				
00CC	0	Starter generator (00CC - Starter Generator) (4N0903028N 0523 BSG-HP1-65)				
00CF	5	Lane change assistant 2 (00CF - Lane Change Assistant 2) (4N0907566F 0266 MRR_VL)				
00D6	0	Light control left 2 (00D6 - Left Light Control 2 (Matrix Beam with Laser)) (4K0941592AC 0002 MRR_VL)				
00D7	0	Light control right 2 (00D7 - Right Light Control 2 (Matrix Beam with Laser)) (4K0941592AC 0002 MRR_VL)				
00DB	0	front corner radar 1 (00DB - Front corner radar 1) (4N0907669F 0266 MRR_VR)				
00DC	0	front corner radar 2 (00DC - Front corner radar 2) (4N0907669F 0266 MRR_VL)				

- Scan the vehicle using GFF.
- Select DA 00CC <arrow A>.
- Check the software level <arrow B>.
- If the software level is less than 0562:
 - Replace the starter/generator.
 - **Proceed to section C.**
- If the software level is equal to or greater than 0562:
 - The starter/generator does not require replacement.
 - **Proceed to section D.**

NOTE

The starter/generator shown has a software level of 0523 and would require replacement.

Section C – Replace Starter/Generator



⚠ CAUTION

Heavy component!

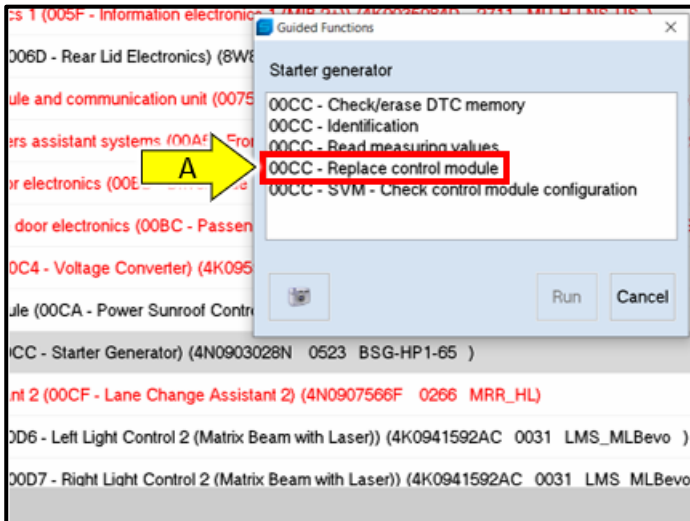
Support the starter/generator <15> as needed during removal.

- Replace the starter/generator per the ELSA repair manual:
 - *Repair manual > Electrical System > Electrical Equipment > 27 Battery, Starter, Generator, Cruise Control > Generator > Generator, Removing and Installing.*

! NOTE

The studs <18> will not be reused and will be replaced with bolts.

Criteria	Part Number	Part Description
SC	4N0-903-028-S	Generator <15>
C8 A8 4M S8	4N1-903-028	Generator <15>
RQ	4N1-903-028-B	Generator <15>
S8 RQ	WHT-008-729-A (qty. 1)	O-Ring <14>
S8	N -910-968-01 (qty. 4)	Bolt (belt tensioner bracket)
C8 A8 4M SC	06M-121-488-A (qty. 1)	O-Ring <14>
C8	06M-133-237-A (qty. 1)	Gasket (air intake seal)
4M	4M0-145-117 (qty.1)	Gasket (air intake seal)
ALL	N -900-970-01 (qty. 1)	O-Ring <20>
	N -910-718-01 (qty. 2)	Bolt <18>



- Perform the starter/generator replacement test plan <arrow A>:
 - DA 00CC > Guided functions > Replace control module.
 - Follow all on-screen prompts.

Proceed to section D

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

-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.

Proceed to Section E

Section E – Campaign Completion Label

Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.

 TIP

Ensure Campaign Completion Label does not cover any existing label(s).

Proceed to Section F

Section F - 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. and the Part Destruction and Core Disposition Report for Canada.

Proceed to Section G (California only).

Section G – California Only Requirements

CALIFORNIA ONLY Requirements for Emissions Campaigns Having Customer Notification

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 EMIS_CAL VW).** Certificates can be ordered at no cost online via the Compliance Label Ordering portal at www.accessaudi.com.

TIP

Ensure owners are aware of the importance of retaining the completed certificate for their records. It should be mailed to the California DMV only upon request.