

VWoA Compliance

From: Audi Communications
Sent: Monday, November 12, 2018 3:01 PM
To: VWoA Compliance
Subject: Dealer Communication: TDI Repair and IN-FORM Tool Enhancement



Dealer Communication

To: DP, GM, CPO, F&I, Parts, Sales, Service, Warranty
From: Audi Operations

TDI Repair and IN-FORM Tool Enhancement

Dear Dealer Partners,

We are writing you today with a matter of critical importance. Your support throughout the process of repurchasing, modifying, and, when applicable, reselling TDI vehicles has been instrumental to our ability to effectuate the settlements to date. We have provided you with tools and training to ensure that this is done in a consistent manner. However, we have recently identified certain irregularities in the submitted photographic documentation associated with approved emissions modifications and emissions compliant repairs that must be corrected immediately.

Proper use of the IN-FORM tool and conformance with all aspects of the repair instructions are critical to ensuring that the dealer network and Audi provide our regulatory partners with a high level of confidence that the repairs that you are executing on our behalf comply with the settlements. The standards are specific and precise; and, we have ensured that there are time units allocated within the repair that will allow for proper documentation of all critical elements, including application of labels, installation of hardware, and return of core parts.

We have recently found that a number of technicians and service managers have used the same photos across multiple repairs for these critical repair validations rather than original photos for each actual repaired vehicle. This behavior must stop immediately. Please ensure your entire staff understands the critical nature of complying with the repair process and documentation requirements. Moreover, ensure your staff is consistently executing them accordingly.

We are implementing an update to the IN-FORM tool that will prevent the upload of duplicate photos in IN-FORM. Please note that any attempts to upload a duplicate photo will result in the error message seen at the top of the screenshot below.

Finally, we will initiate physical audits to review a sample of vehicles that have been returned to customers post-modification to confirm that the hardware and labels have been properly applied. We expect that this audit will confirm there are no instances of vehicles being returned to customers without proper completion of the AEM, and that these submission of duplicate photos in the IN-FORM tool are an unfortunate result of improper attempts to shortcut the repair procedures. During the audit process, we will require your support for customer engagement. We will review each case on an individual basis to determine if additional corrective actions are needed.

Sincerely,

Jamie Dennis
Senior Vice President
Product Quality, Technical Service, & After Sales
Audi of America

Kevin Horner
Senior Manager
Field Operations
Audi of America

[Duplicate Photo Found] - Error saving form item progress


VIN Entry Interactive Forms TDI IN-FORM

Yes No

Is the MIL on?
 Yes No

I have downloaded the most current version of the scan tool software available and performed the appropriate Software Flash(s) for the ECM (and if applicable) TCM. Use of Bluetooth or WiFi for this action is prohibited.

I have installed the new exhaust pipe with new Nox #2 Sensor as applicable for vehicles requiring Kit 2A



I have installed the new DOC/DPF (emissions control module) assembly as applicable for vehicles requiring Kit 2B

I have performed the test plan for DPF Ash Load reset

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