



**Audi**

## **AUDI DEALER COMMUNICATION – USA ONLY**

### **Repair Available – Emissions Service Action 23Z8 / 3.0L TDI Engine Gen 2 PC – Emissions System Modification Correction (AEM-C)**

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** August 05, 2019

**Issue:** Audi is releasing a software calibration update to the Approved Emissions Modification (AEM) to improve on-board diagnostics (OBD) monitoring of vehicle emissions systems and provide other improvements to the software used by the vehicle. Additionally, to reduce soot accumulation affecting the oxygen sensor, it is necessary to replace and relocate the sensor, which requires replacement of the diesel oxidation catalyst (DOC) and diesel particulate filter (DPF).

**Repair:**

- REPAIR AVAILABLE – August 14, 2019
- See ELSA/ServiceNet 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.
- **This Emissions Service Action (AEM-C) MUST explicitly be elected by the customer and be clearly marked on the repair order PRIOR to commencing the update.**
- **This Emissions Service Action (AEM-C) only applies to vehicles that have received the Approved Emissions Modification (AEM – 23V4 campaign).**
- **Dealers MUST provide a copy of the customer letter to each customer who presents their vehicle for repair under this Emissions Service Action (AEM-C). This letter can be found in the 23Z8 campaign circular, which will be available on August 14, 2019.**
- **If a vehicle has not received the AEM (23V4 campaign), this Emissions Service Action (AEM-C) does not apply.**

**IMPORTANT!**

**This Emissions Service Action (AEM-C) ONLY applies to vehicles that have already received the AEM (23V4 campaign)**

**Parts Department:**

- Parts Control Type: Allocation
- Parts allocation will occur once a week for the part numbers below with planned delivery on Wednesdays. Allocation requests for additional parts will not be accepted. If there is an issue with the allocation quantity, please contact your Field Representative.
- Initial Allocation: Yes - Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

*Ensure all dealership 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.*

**Affected Vehicles**

Country	Model Year	Vehicle Carline	Vehicle Count
USA	2015-2016	A8	654
USA	2014-2015	A6 SEDAN	4,625
USA	2014-2015	A7	1,489
USA	2016	A6 SEDAN	1,142
USA	2016	A7	616
USA	2014	A8	1,186
USA	2014-2016	Q5	14,797

*\*Counts reflect overall recall 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 to take place on or after August 14, 2019
- Owner mailing – July 30, 2019

**-END OF MESSAGE-**