



Audi

AUDI DEALER COMMUNICATION

Repair Available – Emissions Recall 23Ai / Engine Control Module (ECM) Software

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Advisor
- ✓ Warranty Administrator
 - ✓ Technicians

Date: December 09, 2019

Issue: This action addresses an emissions system-related Engine-Off calculation error and improves the Oxygen Sensor Aging-Correction Factor. Neither concern has a direct impact to vehicle exhaust or evaporative emissions. However, either condition could affect proper operation of the Malfunction Indicator Lamp (MIL).

- Repair:**
- REPAIR AVAILABLE – December 10, 2019 - update ECM software
 - 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.

Parts Department: Software update only; no parts needed.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2018	A3	14,143
USA	2017	2018	A3 CABRIOLET	1,299
USA	2017	2018	A4	18,752
CAN	2017	2018	A3	924
CAN	2017	2018	A4	184

**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 immediately
 - Owner mailing – December 2019

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-

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.