



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Emissions Service Action 24GQ – ECM Software

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

**Date:** June 21, 2021

**Issue:** In the event of a catalytic converter failure, which could negatively impact tailpipe emissions, existing diagnostics may not properly illuminate the malfunction indicator light (MIL).

- Repair:**
- REPAIR AVAILABLE – June 22, 2021 - 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:** No parts needed – software update only

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	A3 CABRIOLET	542
USA	2019	2020	A3 SEDAN	7,865
USA	2021	2021	Q3	17,908
USA	2019	2021	TT COUPE	706
USA	2019	2021	TT ROADSTER	551
CAN	2019	2020	A3 CABRIOLET	337
CAN	2019	2020	A3 SEDAN	2,497
CAN	2021	2021	Q3	5,409
CAN	2019	2021	TT COUPE	125
CAN	2019	2021	TT ROADSTER	147

*\*Counts reflect overall 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 – June 2021

**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.*