

Service Action

Code: 57i9



Subject	Second Key																			
Release Date	March 21, 2023																			
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2023</td> <td>2023</td> <td>Q3</td> <td>4,026</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2023</td> <td>Q3</td> <td>2,567</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2023	2023	Q3	4,026	CAN	2022	2023	Q3	2,567
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USA	2023	2023	Q3	4,026																
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	<p>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 <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none"> ✓ 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 Service Action	Certain new vehicle deliveries included one key per vehicle instead of two. Audi is providing owners of these vehicles with a second key under this service action.																			
Code Visibility	On or about March 21, 2023, the campaign code will be applied to affected vehicles.																			
Owner Notification	<p>Owner notification will take place beginning in March 2023. Owner letter examples are included in this bulletin for your reference.</p> <p>IMPORTANT! A single key was provided to owners during delivery for the vehicles included in this service action. Please remind owners to bring all vehicle keys to their service appointment. Lost keys are not being replaced free of charge under this service action.</p>																			
Campaign Expiration Date	This campaign expires on <u>December 01, 2027</u> . Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this work will apply.																			
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																			

Parts Information

Parts Control Type:
VIN to Order

- Please contact the Parts Specialists via email at VWoAPartsSpecialists@vw.com and provide the following:
 - Dealer Code
 - VIN
 - Part Number
- A response will be sent within 24 hours and will include the estimated timing of when the order will be placed.
- When the order is placed you will receive a notification via email with an estimated delivery date.
- Orders will be processed once a day.

Repair Projection Tool:
(right click to open)



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
02 or 03	1	81A-837-220-J ROH	KEY	VIN To Order

NOTE: The part number shipped will end in AIF, instead of ROH.

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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	57i9		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark KEY* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	02 or 03		
	LABOR		
	Labor Op	Time Units	Description
	2706 89 50	10	Connect battery charger
	0151 00 00	Time stated on diagnostic protocol	Program new key
	PARTS		
	Quantity	Part Number	Description
1.00	81A837220J AIF	KEY*	

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: Service Action 57i9 - Second Key

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2023 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this Service Action Certain new vehicle deliveries included one key per vehicle instead of two. Audi is providing owners of these vehicles with a second key under this service action. This work will take about an hour to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. 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. 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. Please bring in all keys associated with your vehicle at the time of your service appointment.

IMPORTANT! A single key was provided to owners during delivery for the vehicles included in this service action. Please remember to bring all vehicle keys to your appointment. Lost keys are not being replaced free of charge under this service action.

This service action will be available for you free of charge only until December 01, 2027. If you wish to have this service performed after that date, your dealer's normal costs associated with this work will apply.

Lease vehicles and address changes 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 you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns 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>

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Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, 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



- Program additional vehicle key.

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



Battery Tester/Charger
capable of **minimum 90
Amp** continuous supply



Diagnostic Tester
-VAS6150X/VAS6160X-
(or equivalent)

Repair Instruction

Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

EXAMPLE

Campaign/Action	Start	Designation
→ 3	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

 **STOP!** 

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.

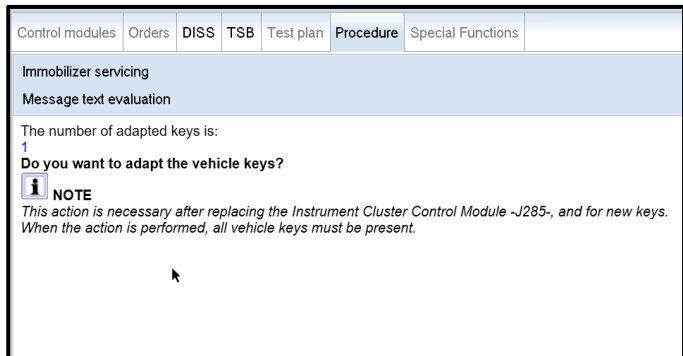
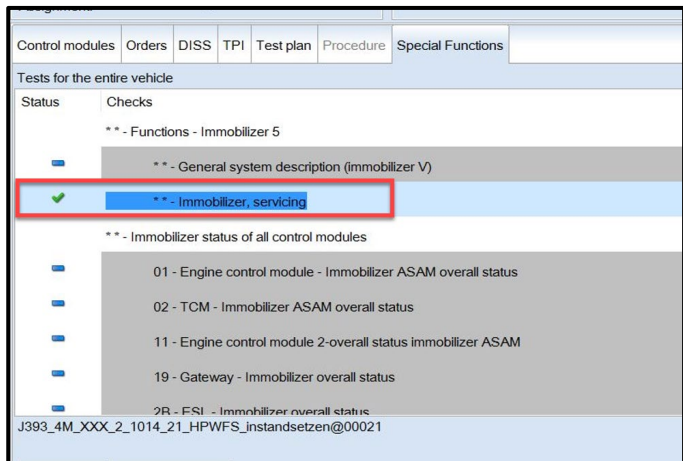
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure



NOTE

At the time of delivery, customers were provided one new key. Replacement of a lost key is not covered under this action.



- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the battery charger to the vehicle battery charging posts.
- Perform a GFF Diagnostic scan.
- Select the Special Functions tab.
- Program the additional key using test plan, “Immobilizer, servicing.”
- Follow the on-screen prompts.
- When prompted, enter the total number of keys to be matched and follow the on-screen instructions.
- After the new key is programmed, exit GFF and send the diagnostic protocol online.

Proceed to Section C

Section C – 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.