



Audi

AUDI DEALER COMMUNICATION

Repair Available – Compliance Recall 97DK / BCM Software

This notice is for:

- | | | |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Advisor | |

Date: June 10, 2019

Issue: Due to an incorrect software configuration a failure of an LED front turn signal may not be detected and the customer would not be alerted by a fast-flashing of the internal pilot indicator. The turn signals in the exterior mirrors still work as intended. Though an LED turn signal is a lifetime part and has an extremely low failure rate, the regulatory requirements are not met. Loss of turn signal function, without a warning to the driver, could increase the risk of a crash.

- Repair:**
- REPAIR AVAILABLE – June 11, 2019 – Update BCM 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 required; software update only.

Affected Vehicles

Country	Model Year(s)	Vehicle	Vehicle Count
USA	2016-2018	Audi Q3	23,241
CAN	2016-2018	Audi Q3	4,006

**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 – June 2019

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-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.