

Compliance Recall

Code: 50ZZ



Subject	Safety Certification Label																																		
Release Date	February 17, 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>A3 SEDAN</td> <td>63</td> </tr> <tr> <td>USA</td> <td>2023</td> <td>2023</td> <td>RS3 SEDAN</td> <td>159</td> </tr> <tr> <td>USA</td> <td>2023</td> <td>2023</td> <td>S3 SEDAN</td> <td>75</td> </tr> <tr> <td>CAN</td> <td>2023</td> <td>2023</td> <td>A3 SEDAN</td> <td>21</td> </tr> <tr> <td>CAN</td> <td>2023</td> <td>2023</td> <td>S3 SEDAN</td> <td>86</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2023	2023	A3 SEDAN	63	USA	2023	2023	RS3 SEDAN	159	USA	2023	2023	S3 SEDAN	75	CAN	2023	2023	A3 SEDAN	21	CAN	2023	2023	S3 SEDAN	86
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count																															
USA	2023	2023	A3 SEDAN	63																															
USA	2023	2023	RS3 SEDAN	159																															
USA	2023	2023	S3 SEDAN	75																															
CAN	2023	2023	A3 SEDAN	21																															
CAN	2023	2023	S3 SEDAN	86																															
	<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. 																																		
Problem Description	The Safety Certification label (located on the B-pillar) does not have the required weight information/specifications printed on it. This makes the label noncompliant with regulatory requirements. Missing weight specifications can cause someone to overload the vehicle. Overloading a vehicle increases the risk of a crash.																																		
Corrective Action	Install an overlay (label) containing the correct vehicle weight specifications on the existing safety certification label.																																		
Code Visibility	On December 16, 2022, the campaign code was applied to affected vehicles.																																		
Owner Notification	Owner notification will take place in February 2023. Owner letter examples are included in this bulletin for your reference.																																		
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>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																																		

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2023 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Label Overlay Ordering Information

Initial Allocation:
NO

Due to the small number of affected vehicles, there will be no label overlay allocation.

Label Overlay Ordering:
Compliance Label
Ordering Portal

Label overlays must be ordered through the Compliance Label Ordering Portal on accessaudi.com. Please have the VIN(s) you are ordering for available when you place your order.

In the Campaign Recall Update section, request the part number with suffix "RVU". The correct label overlay part number will be populated according to the VIN entered and the campaign code.

The screenshot shows the Audi Compliance Label Ordering Portal interface. At the top, there are navigation tabs: Home, Order Form, E-Catalog, and Order History. The word 'EXAMPLE' is displayed in the top right corner. Below the navigation, there are two tabs: 'VIN-Specific Items' and 'Non-VIN-Specific Items'. The main content area contains the following text: 'This is the central location for ordering Emission Certification, Vacuum routing and I/M Exemption labels for AUDI vehicles, Model Years 1995-2023 Enter a VIN to begin order.' Below this text is a search bar with 'VIN' on the left, 'WAUHU' in the input field, and a 'Search' button. Underneath the search bar is a 'Model Details' section with the following information: VIN: WAUHU, Model: A3 Sedan 40 TFSI quattro, Code: 8YSBUY, Year: 2023. To the right of the model details is an image of a blue Audi A3 sedan. At the bottom of the screenshot, there is a 'Campaign Recall Update' section with a 'Campaign Item' field. A dropdown menu is open, showing '4L000027901RVU' and '50ZZ'.

Criteria	Part Number	Units/Market	Qty.	Part Description (weights)
01	4L000027901RVU	LBS/US	1	Safety Certification Label Overlay (4299-2381-2105)
02	4L000027902RVU	LBS/US	1	Safety Certification Label Overlay (4475-2425-2238)
	4L0000279C2RVU	KG/CAN	1	Safety Certification Label Overlay (2030-1100-1015)
03	4L0000279C3RVU	KG/CAN	1	Safety Certification Label Overlay (2030-1100-1015)
04	4L000027904RVU	LBS/US	1	Safety Certification Label Overlay (4586-2480-2304)
05	4L000027905RVU	LBS/US	1	Safety Certification Label Overlay (4519-2414-2293)
	4L0000279C5RVU	KG/CAN	1	Safety Certification Label Overlay (2050-1095-1040)

CAUTION

Pay close attention to the criteria for each affected vehicle to ensure the correct label overlay is affixed.

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	50ZZ
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action

**Vehicles will have more than one criteria.
Complete and claim all applicable criteria on one claim.**

Criteria I.D.	ALL (see below)				
	LABOR				
	Labor Op	Time Units	Description		
	4440 23 99	10	Install safety certification label overlay		
	OUTSIDE MATERIAL				
	Criteria	Part Number	Quantity	Description	Amount
	01, 8Y	4L000027901	1	Overlay	\$25.00
	02, 8Y	4L000027902 or 4L0000279C2			
	03, 8Y	4L0000279C3			
	04, 8Y	4L000027904			
	05, 8Y	4L000027905 or 4L0000279C5			
Please enter part number in ALL CAPS					

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>

NHTSA: 22V901

Subject: Compliance Recall 50ZZ – Safety Certification Label

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2023 model year Audi vehicles fail to conform to 49 CFR Part 567 – Certification. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The Safety Certification label (located on the B-pillar) does not have the required weight information/specifications printed on it. This makes the label noncompliant with regulatory requirements. Missing weight specifications can cause someone to overload the vehicle. Overloading a vehicle increases the risk of a crash.

What will we do? To correct this noncompliance, your authorized Audi dealer will install an overlay (label) containing the correct vehicle weight specifications on the existing safety certification label. This work will take just a few minutes to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.

Additionally, we are providing you with the missing information applicable to your specific vehicle. Please refer to the information below. We ask that you ensure all vehicle operators are made aware of this information, and recommend keeping this letter with your vehicle owner’s manual for future reference.

VIN: <VIN>

GVWR LBS: <GVWRKG>

GAWR LBS FRONT: <GAWRKGFRONT>

GAWR LBS REAR: <GAWRKGREAR>

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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.

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).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

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>

Transport Canada Recall: 2022-694

Subject: Compliance Recall 50ZZ – Safety Certification Label

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The Safety Certification label (located on the B-pillar) does not have the required weight information/specifications printed on it. This makes the label noncompliant with regulatory requirements. Missing weight specifications can cause someone to overload the vehicle. Overloading a vehicle increases the risk of a crash.

What will we do?

To correct this noncompliance, your authorized Audi dealer will install an overlay (label) containing the correct vehicle weight specifications on the existing safety certification label. This work will take just a few minutes to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do?

Please contact your authorized Audi dealer without delay to schedule this recall repair.

Additionally, we are providing you with the missing information applicable to your specific vehicle. Please refer to the information below. We ask that you ensure all vehicle operators are made aware of this information, and recommend keeping this letter with your vehicle owner's manual for future reference.

VIN: <VIN>

GVWR KG: <GVWRKG>

GAWR KG FRONT: <GAWRKGFRONT>

GAWR KG REAR: <GAWRKGREAR>

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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 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 safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

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!** 

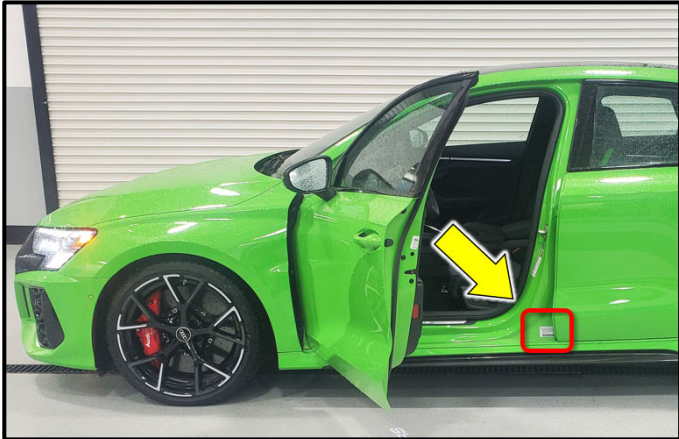
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

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.

Section B – Repair Procedure



- Open the driver front door.
- Locate the “Safety Certification” label on the lower part of the B-pillar.
- Clean the surface of the existing label.
- Peel the replacement label overlay off the backing paper.
- Apply the label overlay so only the affected data is covered. Do not cover any additional data on the existing label.

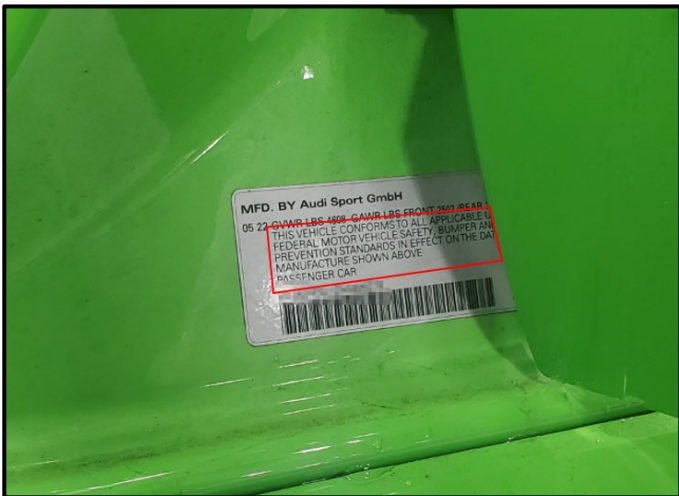
⚠ CAUTION

Ensure the correct label overlay is affixed to the correct vehicle.

- Ensure minimal air bubbles are created when installing the new label overlay.

! NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the replacement label overlay.
- Handle the replacement label overlay carefully. Do not touch the adhesive backing.



U.S. EXAMPLE

GVWR LBS 4475 GAWR LBS FRONT 2425 / REAR 2238
 THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.
 FEDERAL MOTOR VEHICLE SAFETY, BUMPER AND THEFT
 PREVENTION STANDARDS IN EFFECT ON THE DATE OF
 MANUFACTURE SHOWN ABOVE
 PASSENGER CAR

CANADIAN EXAMPLE

GVWR KG 2030 GAWR KG FRONT 1100 /REAR 1015
 PNVB KG PNBE KG AVANT /ARRIERRE
 TYPE: PC/VT COMPLY: ICES/NMB-002

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.