



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 4002 / Front Suspension Fasteners

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| This notice is for: | ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| | ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| | ✓ Sales Managers | ✓ Service Advisor | |
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| Date: | January 03, 2019 | | |
| Issue: | During vehicle production, it is possible that certain front suspension fasteners were not torqued to factory specification. If an affected front suspension fastener is not torqued properly, it may cause a wheel to become loose, increasing the risk of a crash. | | |
| Repair: | <ul style="list-style-type: none">• REPAIR AVAILABLE – January 04, 2019• The affected front suspension fasteners will be inspected and, if necessary, replaced.• Check daily campaign open inventory report or OMD for affected vehicles in inventory.• Repair all affected inventory vehicles prior to delivery. | | |
| Precautions | If unusual noise is heard coming from the front of the vehicle, owners are advised to stop driving as soon as it is safe to do so and contact an authorized Audi dealers without delay and make arrangements to have the vehicle inspected. | | |
| Parts Information | Due to the very low expected parts replacement rate, there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order. | | |
| Notes: | <ul style="list-style-type: none">• Vehicles: Certain 2018 MY Audi A5 Sportback• Owner notification – January 2019 | | |
| <div>IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</div> <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> | | | |

-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.