



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Safety Recall 4709 / Brake Master Cylinder

**This notice is for:**

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

**Date:** April 24, 2019

**Issue:** In certain vehicles, the brake master cylinder casting may be too short. If the brake master cylinder casting is too short, the driver may experience a sudden loss of hydraulic brake performance, with the brake pedal possibly going down to the floor. This can lead to a crash without warning.

The electronic parking brake and its emergency brake function are not affected and will still function.

**Repair:**

- REPAIR AVAILABLE – April 25, 2019 – Inspect and, if necessary, replace the brake master cylinder
- 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:**

The expected replacement rate for the brake master cylinder is estimated to be very low (less than 1%). Audi expects to find only five (5) vehicles worldwide in the whole affected volume that will require a replacement part.

Due to the small number of affected vehicles there will be no initial allocation of parts. If parts are needed to support a vehicle repair,

- US Dealers contact AVA with the VIN to order.
- Canadian Dealers contact the Parts Specialists via phone (800-767-6552), email ([VWoAPartsSpecialists@vw.com](mailto:VWoAPartsSpecialists@vw.com)) or chat/text with VIN to order.

**Affected Vehicles:**

Certain 2018-2019 MY Audi Q5 and Audi SQ5

Country	Model Year	Vehicle	Vehicle Count
USA	2018-2019	SQ5	1,275
		Q5	11,370
CAN	2018-2019	SQ5	311
		Q5	1,447

*\*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

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.

- Owner mailing – April 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-**