



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Safety Recall 36A1 / Steering Shaft Bolt

- This notice is for:**
- ✓ Dealer Principal
  - ✓ General Manager
  - ✓ Sales Managers
  - ✓ Service Manager
  - ✓ Parts Manager
  - ✓ Service Advisor
  - ✓ Warranty Administrator
  - ✓ Technicians

**Date:** March 23, 2020

**Issue:** As a result of a manual rework process at the factory, the bolt connecting the steering shaft to the steering gear may not have been torqued properly. Because of this, it is possible for the bolt at the attachment point to loosen over time, causing the connection between the steering shaft and steering gear to loosen. If this happens, it can possibly lead to limited vehicle steering and possibly to a loss of steering control. A loss of steering control may result in a vehicle crash. Audi is not aware of any such cases in the field.

- Repair:**
- REPAIR AVAILABLE – March 24, 2020 - The bolt attaching the steering shaft to the steering gear will be inspected and, if necessary, replaced and torqued to factory specification.
  - 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 Allocation:** Due to the small number of affected vehicles there will be no parts allocation

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2017	2019	Q7	226
USA	2019	2019	Q8	3
CAN	2017	2019	Q7	12

*\*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 – March 2020

**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.