



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Safety Recall 27H2 / Starter Generator

- |                            |                    |                   |                          |
|----------------------------|--------------------|-------------------|--------------------------|
| <b>This notice is for:</b> | ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
|                            | ✓ General Manager  | ✓ Parts Manager   | ✓ Technicians            |
|                            | ✓ Sales Managers   | ✓ Service Advisor |                          |

**Date:** May 18, 2020

**Issue:** Moisture may enter the starter generator and lead to an electrical short circuit. A short circuit in the starter generator may lead to smoldering or potentially a fire.

- Repair:**
- REPAIR AVAILABLE – May 19, 2020 – Replace starter generator
  - 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.

- Precautions** Customers are advised:
- ✓ If you notice a burning or smoke odor when driving, contact your closest Audi dealer for assistance.
  - ✓ Park your vehicle outdoors if possible until the recall repair can be performed.
  - ✓ Do not wash the engine/engine compartment to help avoid moisture coming into contact with the starter generator.

**Parts Allocation:** Due to the small number of affected vehicles there will be no parts allocation. Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2020	A6	5,471
CAN	2020	2020	A6	22

*\*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 – May 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.