



Audi

AUDI DEALER COMMUNICATION

IMPORTANT: Parts Supply Shortage and Temporary Repair Pause Needed for Safety Recall 69BY / PODS

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: April 08, 2022

Summary:

Due to supply chain constraints that are impacting the parts supply for Safety Recall 69BY, it has become necessary to temporarily enact a pause on repairs for this action.

Please note:

- Repairs can and should continue to be scheduled and performed until all parts have been used. Please do not schedule repairs if you do not have the parts to support them. You may need to notify some customers that you have already scheduled and cancel their appointments if you don't have the parts necessary to complete the repair.
- After April 22, 2022 there will be no further allocations made for part numbers 8V0-963-553-K and 8V0-963-553-J. At this time, there is currently no estimate of when these parts will start being allocated again.
- Audi is planning a mailing to inform customers about this temporary pause. As stated above, repairs can and should continue to be scheduled as long as parts supply permits.

We understand the impact this will have on our customers and your dealership, but be assured that we are working to return to allocating parts as soon as possible.

-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.