



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Safety Recall 10G9 / Engine Block Casting

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

**Date:** June 28, 2021

**Issue:** Due to a process error that occurred during the engine block casting process, it is possible for cracks to develop on the running surface of the ‘cylinder 6’ bore. During engine operation, a crack in the bore can lead to an impaired contour of the piston’s running surface. If this occurs, there is potential for engine damage and oil leakage. Engine damage while driving may cause a loss of power or an engine stall, increasing the risk of a crash.

**Precautions** If this condition is present in the vehicle, possible noises from the engine crankshaft may occur while driving and an oil pressure warning may be displayed in the instrument cluster.

- Repair:**
- REPAIR AVAILABLE – June 29, 2021 - Replace complete engine.
  - 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:** There will be no parts allocation. Please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	RS6 AVANT	2
USA	2021	2021	RS7	4
USA	2021	2021	RSQ8	1
USA	2021	2021	SQ7	5
USA	2021	2021	SQ8	3
CAN	2021	2021	RS6 AVANT	2
CAN	2021	2021	RSQ8	1
CAN	2021	2021	SQ7	1

*\*Counts reflect overall 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 – July 2021. Audi will also be making outbound calls to affected owners beginning in June 2021.

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.

**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-**