



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Safety Recall 21H7 / Oil Strainer

**This notice is for:**

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

**Date:** August 03, 2022

**Issue:** The oil strainer within the oil supply for the turbocharger might become blocked by oil/carbon deposits contained in the engine oil. A blocked oil strainer within the oil supply for the turbocharger leads to a lack of lubrication of the turbocharger bearings. This causes wear on the bearings and, as a result, the turbine wheel of the turbocharger may contact the housing, or the turbocharger shaft can break. This could lead to a lack of power or even stalling, which could increase the risk of a crash.

**Precautions** A defect on the turbochargers and boost pressure system can lead to different warning messages such as the EPC, MIL, or oil warning light being displayed. In addition, the customer may notice indications like extended cranking, rough idling or lack of power. Owners experiencing these conditions are advised to contact an authorized Audi dealer to have the vehicle diagnosed/repared.

- Repair:**
- REPAIR AVAILABLE – August 04, 2022 - The oil strainer within the oil supply for the turbochargers will be replaced and an oil change will be performed. A tester routine on the scan tool will check and document the correct performance of the boost pressure system.
  - 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. Parts will be managed by Free Order .

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2013	2017	A8	7,874
USA	2014	2017	RS7	3,305
USA	2013	2017	S6 SEDAN	6,385
USA	2013	2017	S7	5,040
USA	2013	2017	S8	3,449
CAN	2013	2017	A8	326
CAN	2014	2017	RS7	808
CAN	2013	2017	S6 SEDAN	567
CAN	2013	2017	S7	548
CAN	2013	2017	S8	292

*\*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.*

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.

- Notes:**
- Schedule owner repairs immediately
  - Owner mailing – August 2022

**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-**