

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V034

Subject: Safety Recall 42L5 - Rear Axle Suspension Alignment

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

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What is the issue? A check of the suspension alignment of the rear axle was not included originally in the work instructions for Safety Recall 42L1 when the recall repair was performed on your vehicle. This may result in displacement in the wheel alignment, and could result in premature and uneven wear of the tires leading to a decrease of traction.

In cases where the tires are worn to the carcass, this may also cause a puncture. This could lead to a loss of tire pressure without warning, potentially causing a loss of vehicle control and even a crash.

What will we do? To correct this defect, your authorized Audi dealer will check and, if necessary, adjust the rear axle suspension alignment on your vehicle. The tires will be checked for premature and uneven wear due to a possible misalignment of the suspension, and will be replaced if necessary. This work will take about two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall work. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Important Information Regarding Tire Inspections Under This Recall

For your safety and that of your passengers, please have this recall work performed as soon as possible. If you have more than one set of tires for your vehicle (for example, summer tires or winter tires), you must bring both sets to your recall appointment so they can be inspected (if necessary) under this recall.

- If the rear axle suspension is properly aligned, it will not be necessary for your dealer to inspect your vehicle's tires for premature wear under this recall.

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- If the rear axle suspension is misaligned, your dealer will correct it free of charge and will, at the same time, also inspect your vehicle's tires for evidence of premature wear as a result of the misalignment. A tire(s) found to be prematurely worn due to misalignment of the rear axle suspension will be replaced free of charge. Your dealer will advise you regarding the estimated additional time needed to order and perform the replacement.

Tire replacement(s) will only be authorized in cases where your dealer has determined that the condition of the tires is directly related to wear resulting from the post-Safety Recall 42L1 rear axle suspension misalignment. Tire damage or malfunctions caused by normal wear & tear, or by outside influence, such as damage due to an accident, or vehicle misuse or neglect is not covered under this action.

Precautions you should take

The driver may notice a steering wheel misalignment when driving on a straight road or the vehicle pulling to one side when braking or accelerating. Customers experiencing this condition with their vehicle should contact an authorized Audi dealer without delay to have the vehicle diagnosed/repared.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Can we assist you further?

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection