

Audi of America, Inc.



Date: May 12, 2014

To: Audi Dealer Principal, Service Manager, and Parts Manager

From: Audi Product Compliance

Subject: Upcoming Update 37H5
Multitronic
2012 – 2013 Model Year A4, A5 Cab, A6

Dear Audi Dealer Principal, Service Manager, and Parts Manager:

This communication is to inform you of upcoming Update **37H5**.

What vehicles are affected?

There are 171 Audi vehicles affected in the U.S. by this Update.

Of the affected vehicles, the following are in dealer inventory:

New Vehicle Inventory: 0

CPO Inventory: 0

What is the issue?

Due to a process fault, the gearbox was filled with ATF fluid containing sulphur on Audi vehicles with multitronic manufactured within a specific period. As a result, a copper sulphide layer may form on the conductor tracks of the gearbox control unit and cause electrical faults.

What does the repair procedure involve?

Drain and flush the gearbox and replace the multitronic unit.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about May 13, 2014.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the "New and CPO Inventory Open Campaign/Action Listing" report from the AIM system.

Please ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.

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