

Audi of America, Inc.



Date: November 13, 2014

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

From: Audi Customer Protection

Subject: Upcoming Update 57F5
Door Pad
2015 Model Year Audi Q7

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

This communication is to inform you of upcoming Update **57F5**.

What vehicles are affected?

There are approximately 90 inventory vehicles affected in the U.S. by this Update.

What is the issue?

The customer may hear a rattle noise in either front door during driving or when closing the door.

What does the repair procedure involve?

A bracket and adhesive will be fitted to the door pad to eliminate a potential rattle.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about November 14, 2015.

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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