

Audi of America, Inc.



Date: May 09, 2016
To: Audi Dealer Principal, Service Manager, and Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 48M3
Checking Seal
2016 A6, A7, A8, Q5, A5, A5 Cabriolet, A4, allroad
2017 Q7

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

This communication is to inform you of upcoming Update **48M3**.

What vehicles are affected?

There are 9,563 Audi vehicles affected in the U.S. by this Update.

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

New Vehicle Inventory: 1,143

CPO Inventory: 138

What is the issue?

On Audi vehicles with electromechanical steering manufactured within a specific period, it is possible that the seal on the power steering control unit was not manufactured correctly.

What does the repair procedure involve?

The seal will be checked and if necessary replaced.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about May 10, 2016.

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 OMD Web system.

Dealers must 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.

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.