



**Audi**

# AUDI DEALER COMMUNICATION

## Repair Available – Service Action 68F9 / Toolkit

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** August 20, 2019

**Issue:** A toolkit may not have been installed in the vehicle.

- Repair:**
- REPAIR AVAILABLE – August 21, 2019 – Inspect and, if necessary, install a toolkit in the vehicle.
  - 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:**

**Parts Control Type:**

VIN to Order. Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool in the campaign circular to view your potential VIN population.

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order.

Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

**Affected Vehicles**

Country	Model Year	Vehicle	Vehicle Count
USA	2019	RS3	31
CAN	2019	RS3	19

*Counts reflect overall recall 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.*

**Notes:**

- Schedule owner repairs immediately
- Owner mailing – August 2019

**-END OF MESSAGE-**

*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.*