



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 57H3 / e-tron Service Package

This notice is for:

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

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

- ✓ Warranty Administrator
- ✓ Technicians

Date: February 24, 2020

**Service Package
Description:**

Audi has developed new software and/or parts applicable to certain Audi e-tron vehicles in order to bring these vehicles up to the latest factory specifications.

Repair:

- REPAIR AVAILABLE – February 25, 2020
- 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:

Refer to the 57H3 service action circular for detailed parts requirements/information specified by criteria.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2019	e-tron	6,242
CAN	2019	2019	e-tron	683

**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 – February 2020
- Campaign expiration date – December 31, 2024

-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.