



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Service Action 01E8 / Owner Manual Insert – Trailer Towing Not Permitted for Plug-in Hybrid

**This notice is for:**

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

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

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** August 27, 2020

**Issue:** The affected 2020 model year Audi Q5 vehicles have a plug-in hybrid drive system that is **not** designed technically for towing a trailer or for installation of a trailer hitch

- Repair:**
- REPAIR AVAILABLE – August 28, 2020 – Install owner manual supplement
  - See ELSA/ServiceNet for complete repair & claiming instructions
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Install owner manual supplement in every affected inventory vehicle before delivery to consumers.

**Parts Allocation:**

No parts allocation will take place. An owner manual supplement will be mailed directly to owners. Dealers should ensure that copy(s) of the correct supplement(s) are placed into inventory vehicles showing this service action open before delivery to retail customers.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	Q5 PLUG-IN HYBRID	3,398
CAN	2020	2020	Q5 PLUG-IN HYBRID	417

*\*Counts reflect overall 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 2020

**-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.*