



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 40Q9 / Suspension Strut Mounting Bolt (Passenger Side)

This notice is for:

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

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

- ✓ Warranty Administrator
- ✓ Technicians

Date: January 27, 2021

Issue: It is possible that the bolt securing the suspension strut on the front passenger’s side may come into contact with the PVC seam due to a production irregularity. As a result, a preload loss of the bolt cannot be ruled out when the vehicle is driven.

- Repair:**
- REPAIR AVAILABLE – January 28, 2021 - Inspect and, if necessary, replace the strut mounting bolt on the passenger’s side.
 - 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 will be managed by Free Order. Due to the small number of affected vehicles, there will be no parts allocation.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	Q3	10
CAN	2021	2021	Q3	12

**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 – February 2021

-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.