



**Audi**

# AUDI DEALER COMMUNICATION

## Repair Available – Service Action 37M9 / Exhaust Bracket

**This notice is for:**

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

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

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** February 03, 2021

**Issue:** An irregularity in the transmission case casting may cause incorrect seating of the exhaust bracket connection. This can result in an uneven contact surface, and as a result the bolts for the exhaust system bracket can become loose.

- Repair:**
- REPAIR AVAILABLE – February 04, 2021 - Install spacer washers to the exhaust bracket
  - 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 Allocation:** There will be no parts allocation due to the small number of affected vehicles.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	RS6 AVANT	20
USA	2021	2021	RS7	24

*\*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.*