



Audi

AUDI DEALER COMMUNICATION

Repair Available – Service Action 06C9 / Owner's Manual Supplement – Trailer Load Information

This notice is for:

✓ Dealer Principal	✓ Service Manager	✓ Warranty Administrator
✓ General Manager	✓ Parts Manager	✓ Technicians
✓ Sales Managers	✓ Service Advisor	

Date: May 03, 2021

Issue: The Trailer Load information in the Technical Data section of the owner's manual contains a chart that has a column incorrectly labeled as "Permitted trailer weight"; the correct wording for that column is "Gross combined weight rating."

Repair:

- REPAIR AVAILABLE – May 04, 2021 - Audi will mail owners an owner's manual supplement that contains the correct column heading. Dealers with affected vehicles in inventory are asked to follow the work instructions in this circular to ensure that this supplement is included with the glove box literature/owner manual of each affected inventory 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: See campaign circular – owner manual insert

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2019	2021	Q3	39,554
CAN	2019	2021	Q3	9,731

**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 – May 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.