



Audi

AUDI DEALER COMMUNICATION

Special Parts Collection 27K4 / Starter/Generator

This notice is for: All Dealer Personnel

Date: November 20, 2023

Issue: Audi is conducting a special parts collection program involving the starter/generator from selected 2022 model year Audi vehicles.

Under this program:

- All eligible vehicles will show the Special Parts Collection code **27K4** in ELSA.
- The starter/generator will be replaced free of charge by an authorized Audi dealer.
- Return of removed parts is mandatory under this action. Claims are subject to cancellation if the removed parts are not returned, or if they are improperly returned.
- Time is of the essence. Audi has a specific number of parts to collect under this program. Once this goal is reached, the program will end and no more replacements will be made. Please keep this in mind when scheduling customers for this parts collection program.

- Repair:**
- REPAIR AVAILABLE – November 21, 2023 - Replace starter/generator
 - See ELSA and the Service References tool in Elsa2Go for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory.

Parts Department: Parts will be managed by free order. There will be no parts allocation.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	A3 SEDAN	81

**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 – November 2023

-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.