



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – UPDATE 42N2 / Front Air Spring Struts – (NVLW)

**This notice is for:** All Dealer Personnel

**Date:** January 29, 2024

**Issue:** Specific Audi e-tron GT vehicles produced in a certain time frame, air spring struts were installed that, due to a production deviation, could not be attached to the support bearing housing as specified. As a result, it cannot be ruled out that the air strut slowly loses air. In this scenario, a warning message will be displayed in the instrument cluster.

**Affected Vehicles:**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	E-TRON GT	83
USA	2023	2023	RS E-TRON GT	8
CAN	2023	2023	E-TRON GT	13
CAN	2023	2023	RS E-TRON GT	2

*\*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.*

- Repair:**
- REPAIR AVAILABLE – January 30, 2024 - The front air spring struts must be replaced.
  - 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
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** See UPDATE technical bulletin for required materials.

- Notes:** Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.
- Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions. Therefore, consistent with general policy governing Updates, customers will not be receiving letters about this action.
  - Each vehicle coming into your workshop (for maintenance or any other service visit) that shows this Update code open in ELSA on the day of repair should have the work completed.
  - Affected vehicles in dealer inventory **cannot be delivered** to consumers until this Update is completed.

*Ensure all dealer 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.*

- To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system

**-END OF MESSAGE-**