



**Audi**

## AUDI DEALER COMMUNICATION

### Repair Available – Service Action 97PB / Rearview Mirror

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

**Date:** June 03, 2024

**About this Service Action:** Due to the installation of an incorrect accessory rearview mirror, the toll module and exterior side mirror auto-dimming functions were disabled. To correct these issues, dealers will replace the rearview mirror assembly with the correct part at no cost to customers.

- Repair:**
- REPAIR AVAILABLE – June 04, 2024
  - See ELSA and Service References 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:** There will be no parts allocation. Parts will be managed by Free Order.

**Affected Vehicles:**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2024	2024	Q8 E-TRON QUATTRO	87
USA	2024	2024	Q8 E-TRON SPORTBACK QUATTRO	18

*\*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 – June 2024
  - Loaner/rental coverage – see campaign circular

**-END OF MESSAGE-**

*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.*