



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 4004 / Shock Absorber (Suspension) Fork

This notice is for:

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

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

- ✓ Warranty Administrator
- ✓ Technicians

Date: March 05, 2019

Issue: On certain vehicles, a front shock absorber fork may crack. This may allow the shock absorber to come loose and cause the tire to contact the wheel housing. This could affect steering control. If the steering system does not work properly, there could be an increased risk of a crash.

Repair:

- REPAIR AVAILABLE – March 06, 2019
- Repair instructions available in ELSA/ServiceNet
- Replace the affected shock absorber fork.
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

Due to the small number of affected vehicles, parts will not be allocated prior to launch. Parts will not be blocked and are open to order.

Affected vehicle count: U.S.A.: 22 / Canada: 7

| Country | Criteria | Shock Absorber Fork Being Replaced | Vehicle Count |
|---------|----------|------------------------------------|---------------|
| USA | 01 | Left Side | 1 |
| USA | 02 | Right Side | 21 |
| CANADA | 01 | Left Side | 2 |
| CANADA | 02 | Right Side | 5 |

Notes:

- Vehicles: Certain 2019 MY Audi Q7 and Audi Q8
- Schedule owner repairs immediately
- Owner mailing – March 2019

IMPORTANT REMINDER: VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

-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.