

## IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:**

<VIN>

<MODELYEAR> <BRAND> <MODEL>

**NHTSA:** 22V178

**Audi Recall:** 21H7 – Oil Strainer

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

#### A recall repair is not yet available

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2013-2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**About this recall:**

The oil strainer within the oil supply for the turbocharger might become blocked by oil/carbon deposits contained in the engine oil. A blocked oil strainer within the oil supply for the turbocharger leads to a lack of lubrication of the turbocharger bearings. This causes wear on the bearings and, as a result, the turbine wheel of the turbocharger may contact the housing, or the turbocharger shaft can break. This could lead to a lack of power or even stalling, which could increase the risk of a crash.

**A recall repair is not yet available.**

We will send another letter as soon as the recall work can be completed on your vehicle.

**What you can do now:**

Please do not contact your dealer about this recall unless you believe your vehicle is experiencing the condition described in this letter.

A defect on the turbochargers and boost pressure system can lead to different warning messages such as the EPC, MIL, or oil warning light being displayed. In addition, the customer may notice indications like extended cranking, rough idling or lack of power. Owners experiencing these conditions are advised to contact an authorized Audi dealer to have the vehicle diagnosed/repared.

Your safety and that of your passengers is our highest priority, and we are working to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



Audi

**Audi of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326**

If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com). If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the Recall/Service Campaign Lookup tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

21H7 INT\_ USA