



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Safety Recall 42M4 / Suspension Strut

- This notice is for:**
- ✓ Dealer Principal
  - ✓ Service Manager
  - ✓ Warranty Administrator
  - ✓ General Manager
  - ✓ Parts Manager
  - ✓ Technicians
  - ✓ Sales Managers
  - ✓ Service Advisor

**Date:** February 09, 2023

**Issue:** A retaining ring on top of the suspension strut could come loose due to a potentially insufficient notch. If the retaining ring on top of the suspension strut becomes loose, the air within the pneumatic spring will be released, leading to a loss of ride comfort accompanied by a drop in ride height on the affected suspension strut. This can affect vehicle handling capabilities, increasing the risk of a crash..

**Precautions** If the recall condition is present in the vehicle, customers may see a warning message in the instrument panel, along with a red warning light, indicating an air suspension malfunction. Should this occur, customers are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repaired.

- Repair:**
- REPAIR AVAILABLE – February 10, 2023 - Inspect and, if necessary, replace the affected suspension strut.
  - See ELSA/ServiceNet 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. Please reference the Repair Projection Tool to view your potential VIN population. Parts will be managed by Free Order.

Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2022	2022	E-TRON GT	96
	CAN	2022	2022	E-TRON GT	10

*\*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 – February 2023

**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.*