



Date: November 12, 2018
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Update 64F2 Window Regulator
Certain 2017 – 2018 Audi Q5 and Audi SQ5

We would like to inform you of an upcoming Update, code 64F2.

What vehicles are affected?

There are 50,002 Audi vehicles in the U.S. and 9,329 vehicles in Canada affected by this Update.

Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.

What is the issue?

A failure of the window regulator may occur on Audi Q5 and SQ5 vehicles manufactured within a specific period. As a result, the window can no longer be opened or closed.

What does the repair procedure involve?

Replace the front driver and passenger side window regulators.

When will the Update be available?

This Update will be visible in Elsa and ServiceNet on or about November 13, 2018.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

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.

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.

Thank you for your cooperation and assistance in this important matter.