



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Service Action 57i9 / Second Key

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

**Date:** March 20, 2023

**About this Service Action:** Certain new vehicle deliveries included one key per vehicle instead of two. Audi is providing owners of these vehicles with a second key under this service action.

**IMPORTANT! A single key was provided to owners during delivery for vehicles included in this service action. Please remind owners to bring all vehicle keys to their service appointment. Lost keys are not being replaced free of charge under this service action.**

- Repair:**
- REPAIR AVAILABLE – March 21, 2023
  - 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:** Parts for this action will be VIN-to-order. Please see the 57i9 circular for complete ordering details.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	Q3	4,026
CAN	2022	2023	Q3	2,567

*\*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:** This campaign expires on **December 01, 2027**. Work must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this work will apply.

**-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.*