



Audi

AUDI DEALER COMMUNICATION

Repair Available – Update 51H9 / Sealing Underbody - (NVLW)

This notice is for:

- | | | |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Advisor | |

Date: June 22, 2023

Issue: The paint drain hole on the front left of the underbody was not sealed due to a change in components. As a result, water may enter the vehicle interior at the front left through this paint drain hole.

- Repair:**
- REPAIR AVAILABLE – June 22, 2023
 - The underbody must be sealed on the affected vehicles and a check must be performed to determine whether water has entered the vehicle/underbody.
 - Repair instructions available in ELSA/ServiceNet.
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	Q7	93
USA	2022	2022	Q8	59
USA	2022	2022	RSQ8	4
USA	2022	2022	SQ7	1
USA	2022	2022	SQ8	10
CAN	2022	2022	Q7	5
CAN	2022	2022	Q8	8
CAN	2022	2022	SQ7	1

**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.*

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.

Notes:

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.

-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.