

# Dealer Communication



**June 15, 2012**

**Read  
if Red**

**DEALER  
PRIN**

**GENERAL  
MGR**

**SALES  
MGR**

**CPO  
MGR**

**SERVICE  
MGR**

**PARTS  
MGR**

**WARRANTY  
MGR**

**F&I  
MGR**

From: Audi After Sales  
Mark Allen

Action Required: NO

Deadline: N/A

## **Audi Collision Repair Position Statement of Repair: Fasteners**

The following is applicable to all Audi models. To promote and maintain its rigorous standards of quality and safety, Audi provides collision repair centers with important information regarding collision repair and parts replacement on Audi vehicles. If there are doubts as to whether fastening elements should be reinstalled, install new fastening elements.

Do not re-use any fasteners that are worn or deformed in normal use. Some fasteners are designed to be used only once, and are unreliable and may fail if used a second time. This includes nuts, bolts, washers, circlips and cotter pins. Always follow the recommendations in the Elsa Web/Erwin repair manuals; replace these fasteners with new parts where indicated, and any other time it is deemed necessary by inspection.

Always replace self-locking nuts and bolts, and nuts and bolts that are tightened with an additional tightening angle. Contact corrosion may occur with aluminum and other specialty materials used in Audi vehicles. For this reason, only fastening elements with a special surface coating (Dacromet) are installed. These elements can be recognized by their green color.

Damage due to contract corrosion is not covered under Audi's New Vehicle Limited Warranty. Audi can only recommend the use of genuine replacement parts. They have been checked and are compatible with aluminum and other specialty materials used in Audi vehicles.

Note: Rubber, plastic parts and adhesive are of non-conducting materials.

# of ATTACHMENT(S): 0

Dealer personnel will receive this material via email by 9:30 a.m. on **Monday, June 18.**

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