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Volkswagen of America, Inc. JUN 27 10 54



OFFICE OF
DEFECTS INVESTIGATION

3800 Hamlin Road
Auburn Hills, MI 48328
Tel. (248) 754-5000

July 26, 2004

Ms. Patricia Wallace
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
NSA-11
U.S. Department of Transportation
400 Seventh Street, S.W.
Washington, DC 20590

**Subject: Recall Campaign JC (04V-133)
1998 – 2004 Model Year A6/S6, 2003 R86 and
2001 – 2004 allroad quattro Vehicles
Install Plastic Cover on Driver's Side Support on Crossmember and Apply Felt to
Left Crossmember End**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification with Draft Customer Letter
- Customer Notification
- Work Procedure
- Accounting Procedure

Sincerely,

Maria Cotter
Product Compliance

Enclosures

Important! Please Provide A Copy To All Personnel With Campaign-Related Responsibilities!



Audi

Safety Recall Circular

RECEIVED
JUL 27 A 10:54

OFFICE OF
DEFECTS INVESTIGATION

Code: JC

July 2004

**Subject: 1998–2004 Model Year Audi A6/S6, 2003 RS6 and
2001–2004 allroad quattro Vehicles
Install Plastic Cover On Driver's Side Support On Crossmember
and Apply Felt To Left Crossmember End**

This is to inform you of the initiation of a voluntary safety recall involving some model year 1998–2004 Audi A6/S6, 2003 RS6 and 2001–2004 allroad quattro vehicles.

Problem Description Audi has found that contact of the headlight switch wiring harness against the driver's side crossmember end could eventually result in an electrical short, possibly causing a fire in the left dashboard area.

Remedial Action Install a plastic cover over the driver's side support on the crossmember, apply felt to left crossmember end, and check headlight switch wiring harness.

Vehicle Identification Number Ranges The vehicles affected by this recall action are within the following vehicle identification number ranges:

1998-2004 Audi A6/S6

WAU ___4B_WN028844 - WAU ___4B_4N078246

2003 Audi RS6

WUA ___4B_3N803941 - WUA ___4B_3N805812

2001-2004 Audi allroad quattro

WAUY ___4B_1N022611 - WAUY ___4B_1N166794

WA1 ___4B_2N026088 - WA1 ___4B_4N078257

Please note that the above VINs represent the lowest and highest serial numbers of affected vehicles. Use of the OTIS campaign inquiry system will allow you to determine whether or not a particular vehicle, within the above VIN ranges, requires the corrective work.



Limitation of Sale or Lease of Certain Vehicles

Section 154 (d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. It is therefore imperative that any vehicle in your new or used car inventory and affected by this recall is corrected prior to delivery for sale or lease.

Owner Notification Mailing

All known owners of affected vehicles will be notified directly by first-class mail on or about July 26, 2004. A sample copy of the owner letter is enclosed for your information.



Vehicle Allocation

Under separate cover, you will be provided a computer list containing the VINs including the owner names and addresses of vehicles that, according to our records, are located within your area of responsibility (AOR) and require the JC recall to be performed.

Parts Information

You will be shipped an initial allocation of parts. During the campaign launch period, parts may be blocked and released by VIN through Special Services. Please refer to AccessAudi for campaign parts updates. After the launch period, the block may be lifted, and then parts can be ordered through your facing parts depot.

Time Requirements/ Reimbursement

To ensure prompt and proper payment, be sure to enter, immediately upon completion of the repair work, the applicable reimbursement code listed below. Claims will only be paid for vehicles that show the JC code in the OTIS View Campaign Inquiry screen on the day of repair. It is therefore recommended that a screen print of the OTIS View Campaign Inquiry screen be attached to the repair order.

JC Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
JC12	30 T.U.	- Install protective cover over support - Install felt cover on instrument panel crossmember - Check headlight switch wiring harness
		1 481 871 824B Cover
		1 447 887 981D 01C Felt (120 mm x 60 mm)

The system automatically enters parts and labor applicable to the above listed code.



For vehicles that, according to your information, cannot be corrected or reached, and one of the codes below best describe the reason, please enter one of the applicable codes into the system:

- JC 20 Customer Refused Repairs
- JC 30 Total Loss
- JC 40 Vehicle Stolen
- JC 50 Vehicle Exported

- Additional Campaigns** Some of the affected vehicles may be involved in an additional corrective action. Please check your OTIS View Campaign Inquiry screen so that any additional required work can be done simultaneously.
- Campaign Verification** For verification, always check the OTIS View Campaign inquiry screen. The OTIS system is the only binding campaign inquiry and verification system; other systems are not valid and may result in non-payment of a claim.
- Service Help** If you have a question regarding this or any other campaign, please call (800) 741-2919.
- Dealer Personnel Information** Please inform and/or provide a copy of this communication to every person in your dealership who has campaign-related responsibilities, including parts and accounting personnel.

Thank you for your cooperation.

Sincerely,



Maria Cotter
Product Compliance

Audi of America, Inc.



2000 Horsham Road
Auburn Hills, MI 48003

July 2004

**Subject: 1998–2004 Model Year Audi A6/S6, 2003 RS6 and
2001–2004 allroad quattro Vehicles
Install Plastic Cover On Driver's Side Support On Crossmember
and Apply Felt To Left Crossmember End**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Audi has decided that a defect, which relates to motor vehicle safety, exists in some model year 1998–2004 Audi A6/S6, 2003 RS6, and 2001–2004 allroad quattro vehicles. Our records show that you are the owner of one of these vehicles.

What is the Problem?

Audi has found that, under rare circumstances, physical contact of a left driver's side dashboard structure element could cause abrasion of a wiring harness resulting in an electrical short, which if that occurs could result in a fire originating in the left dashboard area.

What Will Audi Do?

In order to correct this defect, we will install a protective cover shield in the left dashboard area to prevent abrasion of this wiring harness.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment so that this repair can be performed on your vehicle without delay. This service will take approximately one-half hour and will be free of charge. Your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule.

Reimbursement of Expenses

If you have previously paid for repairs relating to the left side driver's crash element contacting the headlight switch wiring harness, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

Service Help From Us

If your authorized Audi dealer fails or is unable to remedy the defect free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations (JC)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800- 822-2834*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, U.S. Department of Transportation, 400 Seventh Street SW, Washington, DC 20590. Telephone: (888) 327-4236.

We regret any inconvenience this matter may cause. Thank you for your continued loyalty.

Sincerely,

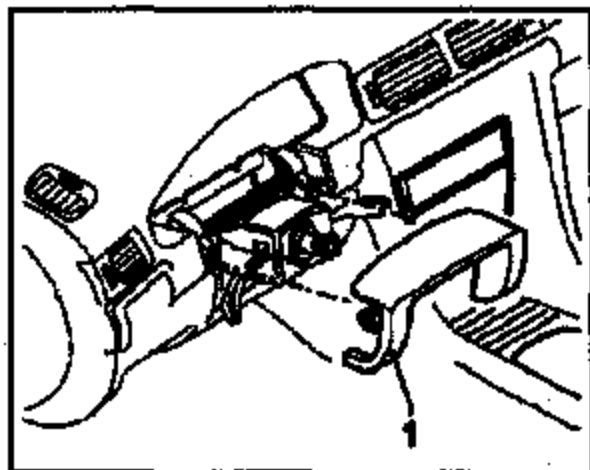
Maria Cotter
Product Compliance

Parts:

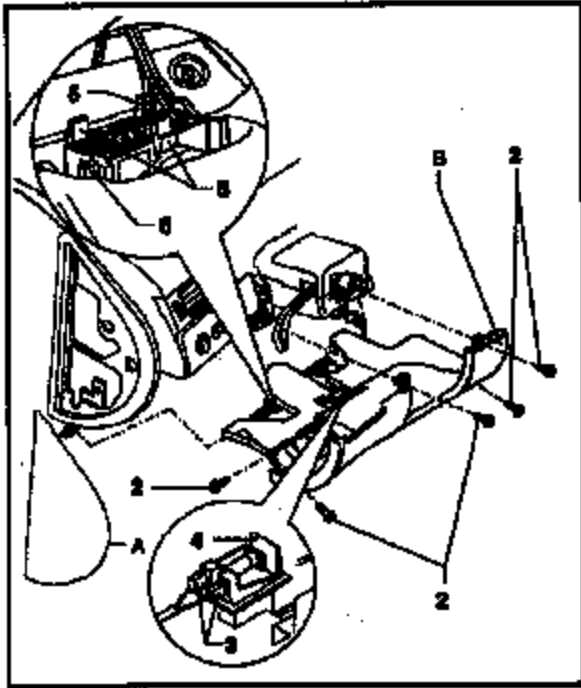
<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	4B1 971 824B	Cover
1	447 857 991D 01C	Felt (120 mm x 60 mm)

Special Tools:

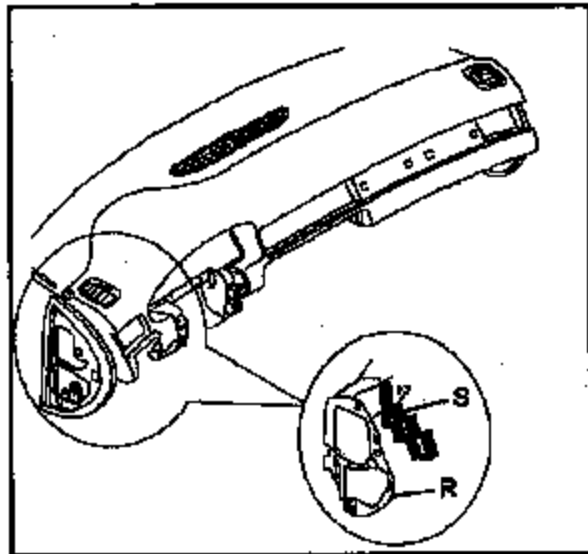
← VAS 1978 Wiring Harness Repair Kit

Work Sequence:

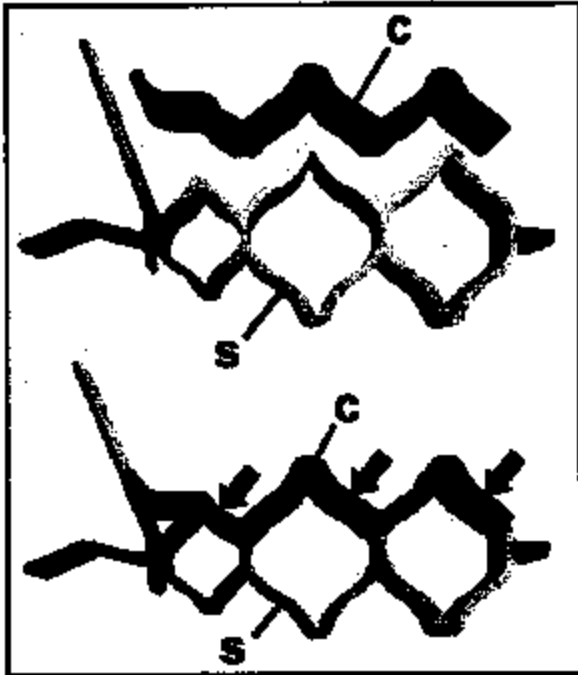
← Open driver's door and remove instrument cluster molding -1- by pulling rearward



- ⇐ Remove instrument panel end cover -A-
- ⇐ Remove screws -2- securing knee bar -B-
- ⇐ Unclip data link connector -6- by squeezing tabs -5-
- ⇐ Disconnect connector -3- from foot well light -4- and remove knee bar
- Remove headlight switch from instrument panel



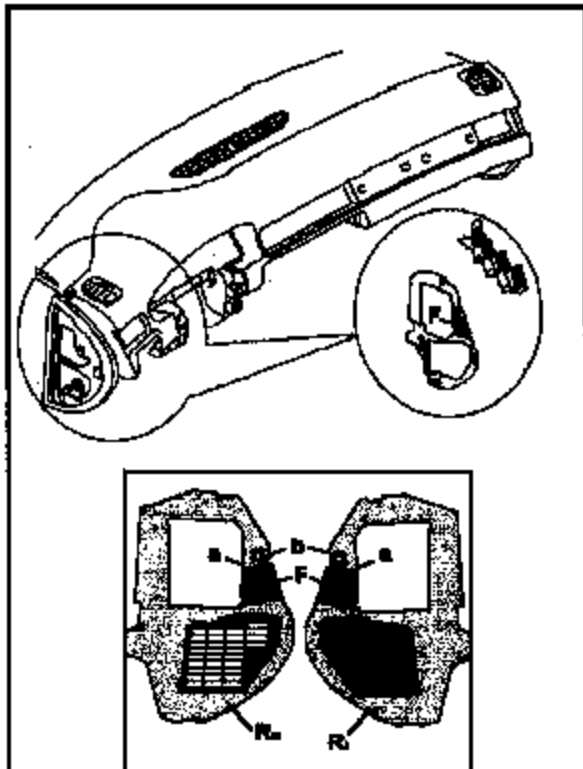
- ⇐ Locate support -S- (under headlight switch) and instrument panel crossmember end -R- (fuse panel is attached in lower hole)



⇐ Position new cover -C- (4B1 871 824 B) over support -S-

⇐ Press cover down -arrows- and snap fully into position on support as shown in illustration

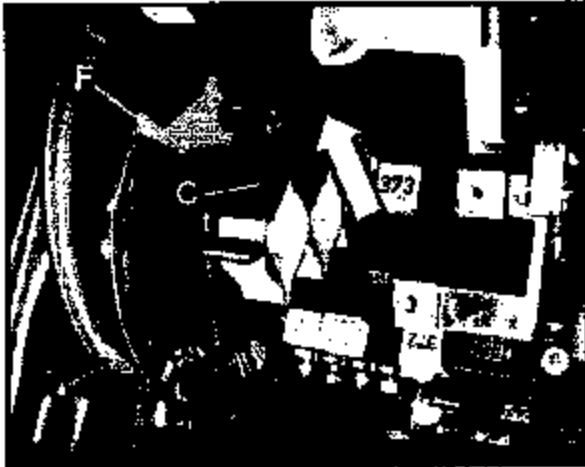
Edges of parts in the area may be sharp



⇐ Peel half of backing from felt -F- (447 857 991 D 01C) and apply around edge -a- to approximate 10 mm length and onto inside surface -Ri- of the instrument panel crossmember end (directly adjacent to the light switch)

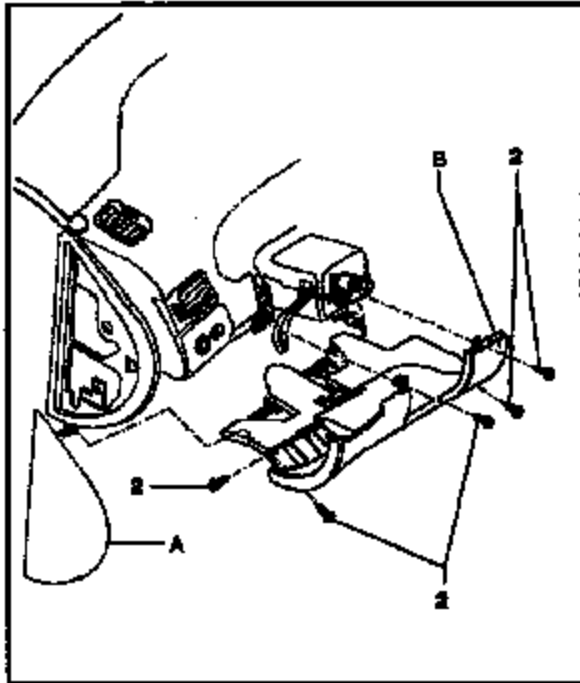
⇐ Using peeled backing, wrap other half of the felt with backing around instrument panel crossmember end edge -b-

⇐ Pull backing off felt and apply to outside surface -Ro- of the instrument panel crossmember end and over felt on edge -a-



⇐ Check headlight switch wiring harness rearward of headlight switch -arrow- for chafed wrapping or wire insulation and repair as required using VAS 1978 Wiring Harness Repair Kit

⇐ Illustration shows cover -C- and felt -F- installed



- Reinstall headlight switch
- Reconnect connector to foot well light on knee bar
- Reinstall data link connector onto knee bar
- ⇐ Reinstall knee bar -B- and secure with screws -2-
- Reinstall trim cover over steering wheel
- ⇐ Reinstall instrument panel end cover -A- and close door

Audi of America, Inc.



July 2004

Subject: Safety Recall JC

Dear Audi Dealer:

This letter is to inform you of the initiation of a safety recall involving some 1998 – 2004 model year Audi A8/S8, 2003 model year Audi RS6 and 2001-2004 model year allroad quattro vehicles.

This safety recall involves the installation of a plastic cover over the driver's side support on the crossmember, application of felt to the left crossmember end, and checking the headlight switch wiring harness.

We will be notifying customers of this service action via first-class mail on or about July 26, 2004.

Section 154 (d) of the National Traffic and Motor Vehicle Safety Act of 1966 mandates that dealers correct, prior to delivery for the sale or lease, any vehicle which fails to comply with an applicable Federal Motor Vehicle Safety Standard or which contains a defect relating to motor vehicle safety. It is therefore imperative that any vehicle in your inventory that is affected by this recall is corrected prior to delivery for sale or lease.

Please refer to Safety Recall Circular JC posted on web AESIS and AccessAudi for additional information, including a copy of the customer letter. Please share this information with all personnel with campaign-related responsibilities.

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

Sincerely,



**Maria Cotter
Product Compliance**