

Volkswagen of America, Inc.



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NYC-215

2005 APR 12 A 10:36

OFFICE OF
DEFECTS INVESTIGATION

Product Compliance
3800 Hamlin Road
Auburn Hills, MI 48326
Tel. (248) 340-5000

April 11, 2005

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 JH (05V-0⁹36)
2003-2004 Audi A4 Cabriolet and 2004 Audi S4 Cabriolet
Replace Xenon Headlight Reflectors**

Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.5 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following communications:

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure

Sincerely,

A handwritten signature in black ink that reads 'Maria Cotter'.

Maria Cotter
Product Compliance

Enclosures

Audi of America, Inc.



April 2005

**Subject: Safety Recall JH
2003-2004 Audi A4 Cabriolet and 2004 Audi S4 Cabriolet
Replace Xenon Headlight Reflectors**

Dear Audi Dealer:

This letter is to inform you of the initiation of a safety recall involving some 2003 – 2004 model year Audi A4 Cabriolet vehicles with xenon headlights, and some 2004 model year Audi S4 Cabriolet vehicles with xenon headlights.

Audi has found that it is possible for the xenon headlight reflector coating to degrade over time. If this happens, headlight brightness can decrease over time, affecting the driver's field of view and increasing the risk of a crash. To remedy this defect, the left and right xenon headlight reflectors on affected vehicles will be replaced.

We will be notifying customers of this safety recall via first-class mail on or about April 11, 2005.

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 JH** 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



Safety Recall Campaign

Code: JH

April 2005

Subject: 2003-2004 Audi A4 Cabriolet and 2004 Audi S4 Cabriolet Vehicles Equipped with Xenon Headlights Replace Left and Right Xenon Headlight Reflectors

This is to inform you of the initiation of a safety recall campaign involving some 2003-2004 model year Audi A4 Cabriolet vehicles and some 2004 model year S4 Cabriolet vehicles equipped with xenon headlights.

Problem Description Audi has found that it is possible for the xenon headlight reflector coating to degrade over time. If this happens, headlight brightness can decrease over time, affecting the driver's field of view and increasing the risk of a crash.

Remedial Action Replace the left and right xenon headlight reflectors.

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

2003-2004 A4 Cabriolet

WAU*__8H_3K003474 – WAU*__8H_4K020420
(*Only A or D in 4th position)

2004 S4 Cabriolet

WUAR __8H_4K900036 – WUAR __8H_4K900558

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.

Note: It is recommended that a screen print of the OTIS View Campaign inquiry screen be attached to the repair order. Audi will not reimburse under this action any duplicate repair work or a repair outside the VIN ranges.

Limitation of Sale or Lease of Certain Vehicles The National Traffic and Motor Vehicle Safety Act of 1966, as amended, 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

Audi will notify all known owners of affected vehicles directly by first-class mail on or about April 11, 2005. A sample copy of the owner letter is enclosed for your information.

Vehicle Allocation

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 this action to be performed will be provided under separate cover.

Note: The above-mentioned listing includes names and addresses obtained from state motor vehicle registrations. Under the law of most states, including regulations set forth by the California Department of Motor Vehicles, vehicle registration information may only be used for recall purposes. Use for any other reason may constitute a violation of state law.

Parts Information

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

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 **JH** 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

JH Data Entry Procedure

Repair Code (Damage Code Field)	Time Units	Work Scope
JH 12	140 T.U.	- Replace both headlight reflectors; adjust both headlights; restore electrical power 1 8H0 998 998 A Reflector Kit
<i>There is <u>NO</u> reimbursement for Vehicle Wash or Loaner Vehicle.</i>		

The system automatically enters 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:

- **JH 20** Customer Refused Repairs
- **JH 30** Total Loss
- **JH 40** Vehicle Stolen
- **JH 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 source; other sources are not valid and may result in non-payment of a claim.

Dealer Obligation

To ensure customer satisfaction, as well as to minimize inconvenience to customers, you are urged to service each vehicle at the scheduled service appointment time.

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.



3800 Hamlin Road
Auburn Hills MI 48326

April 2005

**SUBJECT: Safety Recall JH
2003-2004 Model Year Audi A4 Cabriolet and 2004 Model Year Audi S4 Cabriolet Vehicles
Replace Xenon Headlight Reflectors**

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 2003-2004 model year Audi A4 Cabriolet and some 2004 model year Audi S4 Cabriolet vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

Audi has found that it is possible for the xenon headlight reflector coating to degrade over time. If this happens, headlight brightness can decrease over time, affecting the driver's field of view and increasing the risk of a crash.

What Will Audi Do?

In order to correct this defect, the left and right xenon headlight reflectors will be replaced.

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 less than two hours; however, your dealer may need additional time for the preparation of the repair as well as to accommodate the daily workshop schedule. This work will, of course, be performed for you free of charge.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for replacement of the xenon headlight reflectors, 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 complete this work free of charge within a reasonable time, please call or write to:

Audi of America, Inc.
Attn: Customer Relations – Hills East (JH)
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,

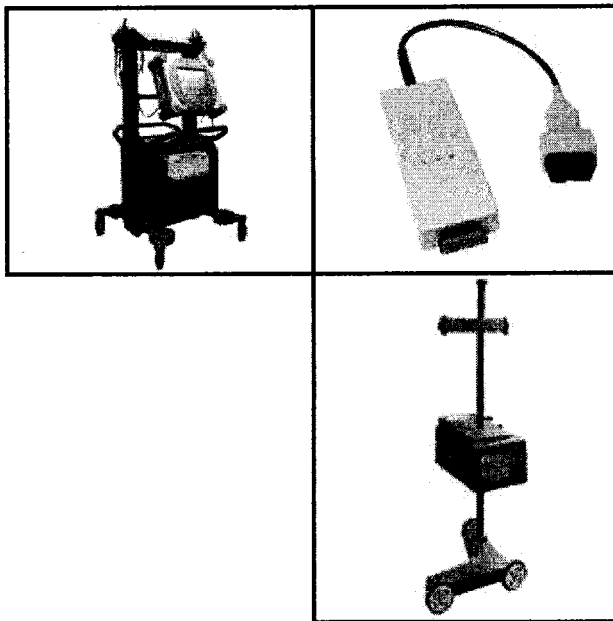
Maria Cotter
Product Compliance

Parts:

Reflector Kit , part number 8H0 998 998 A contains:

- 1 - pr. gloves
- 1 - left headlight reflector
- 1 - right headlight reflector

Special Tools and Equipment:



⇐ VAS 5051 or VAS 5052

⇐ VAS 6017B K-wire adapter

⇐ Hella Universal Beamsetter IV VAS 5107

Work Sequence

- Obtain anti-theft radio security code
- Switch ignition off

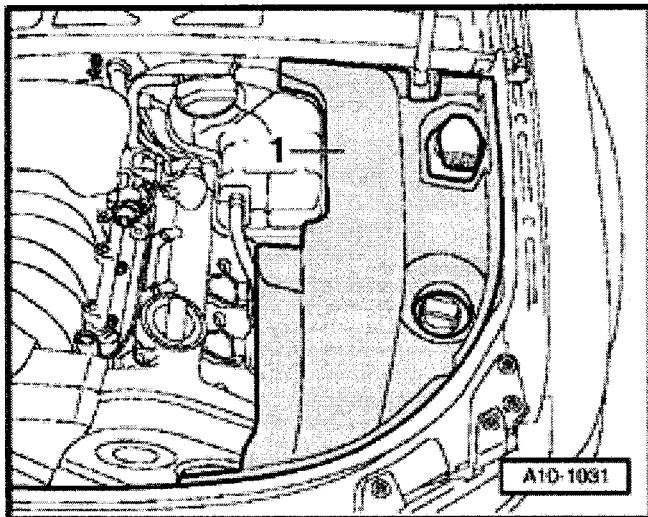


WARNING

- **Caution high voltage! Make sure to disconnect battery Ground (GND) strap before performing work on parts of high intensity gas discharge headlights (xenon) marked with yellow high voltage symbol**
- **Headlights may be hot**

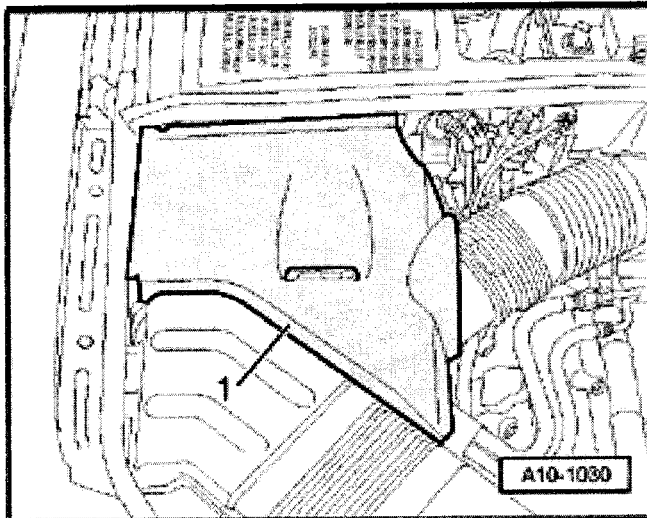
- Open hood and slide battery cover to the right and remove
- Disconnect battery ground (GND) cable

Section A – Headlight Removal



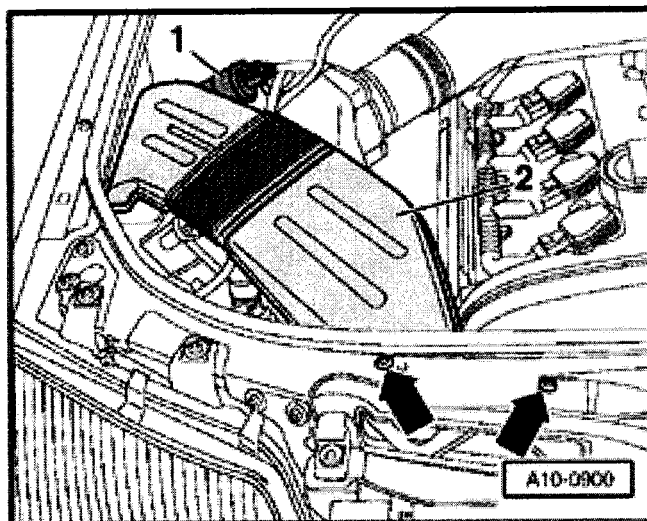
Left headlight

- ← Remove cover -1- in engine compartment (left side), if present



Right headlight

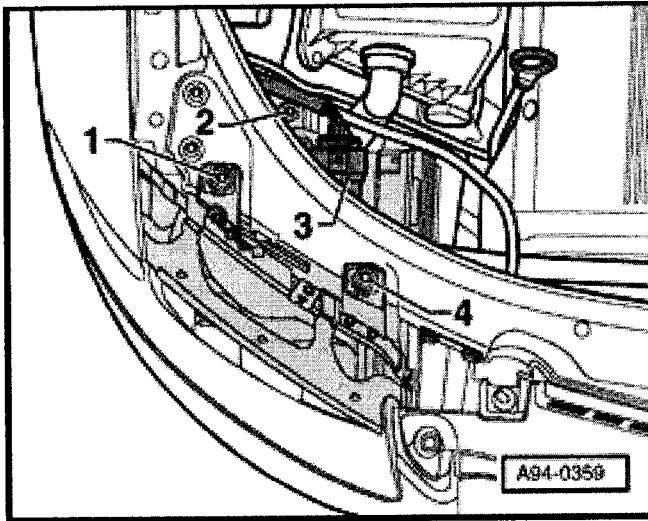
⇐ Remove cover -1- in engine compartment (right side), if present



⇐ Remove bolts -arrows-

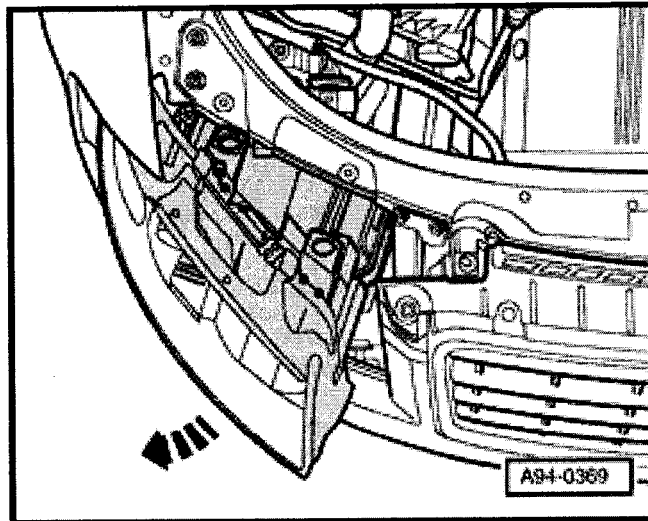
⇐ Detach Evaporative Emission (EVAP) Canister Purge Regulator Valve -N80- -1- at air guide

⇐ Remove air guide -2-



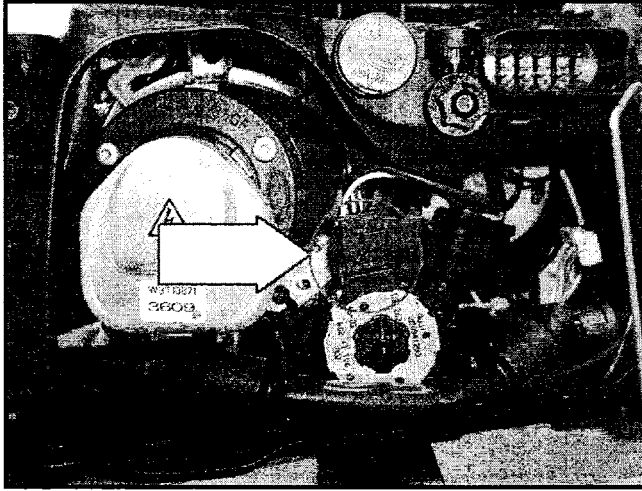
Both sides

- Apply adhesive tape below headlights to protect paint
- ⇐ Remove bolts -1- and -4-
- ⇐ Loosen bolt -2- several turns but do not remove
- Cut cable tie, if present
- ⇐ Disconnect electrical harness connector -3-

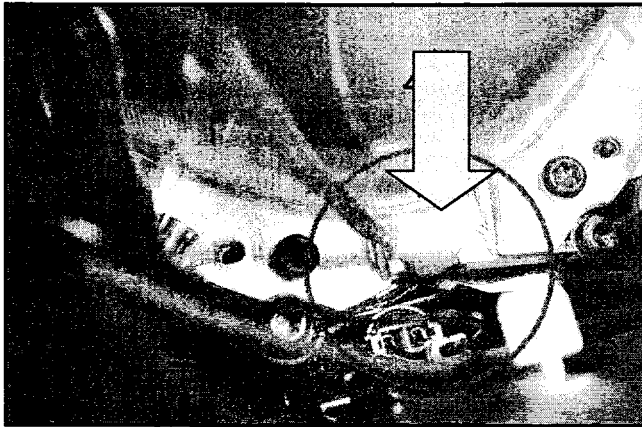


- ⇐ Swing headlight in direction of fender
- Remove headlight from body by pulling outward

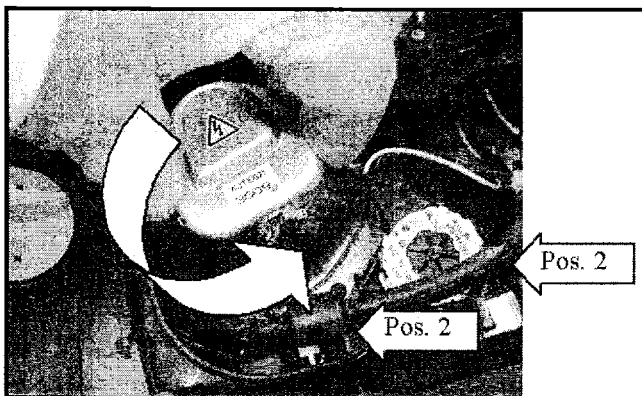
Section B – Reflector Replacement



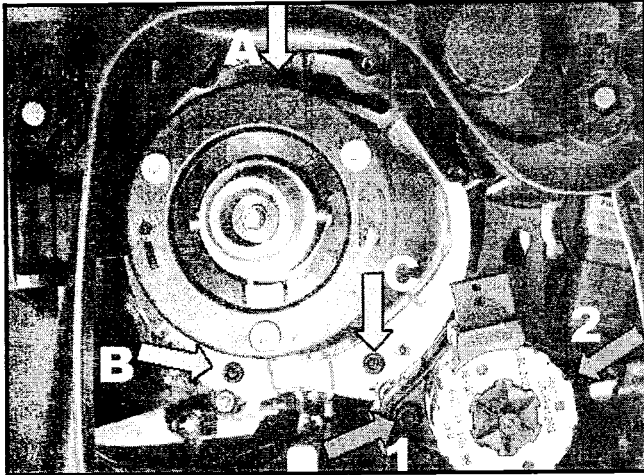
- Remove housing cover from headlight housing
- ⇐ Disconnect connector -arrow- from headlight adjusting motor



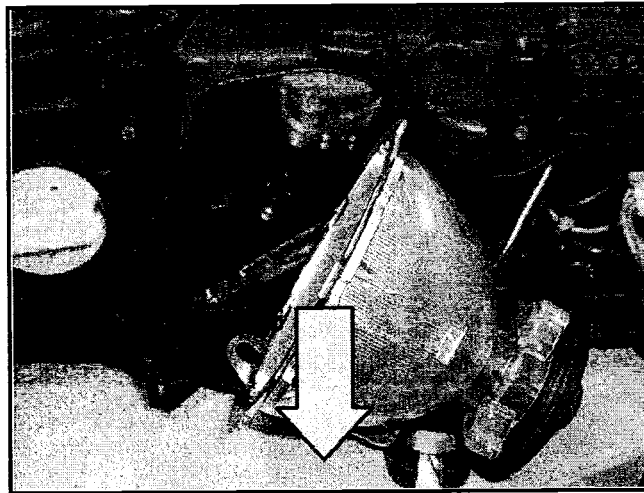
- ⇐ Disconnect ground cable -arrow- for gas discharge bulb from headlight beam screen



- ⇐ Push harness connector for gas discharge bulb down slightly while turning counterclockwise -curved arrow-, then pull connector from gas discharge bulb
- ⇐ Pull harness for gas discharge bulb from both mounting tabs -Pos. 2-

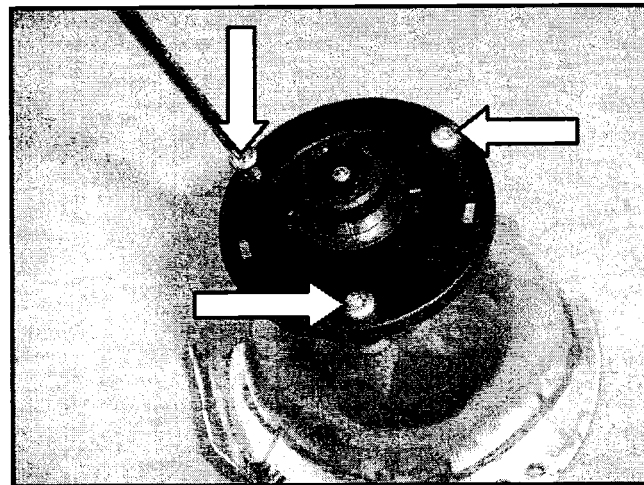


- ⇐ Use Torx T20 to remove screws -arrows A, B and C-, holding gas discharge reflector in place
- ⇐ Loosen screws -arrows 1 and 2- for headlight adjusting motor, but do not remove them
- Tilt headlight adjusting motor slightly, making sure connecting rod does not become disengaged from reflector assembly



- Put on gloves supplied in reflector kit to avoid damaging bulb and reflector
- ⇐ Remove reflector
 - If necessary, push cable to side and pull reflector out diagonally -arrow-

Note: Glass portion of bulb must not be handled without gloves under any circumstances

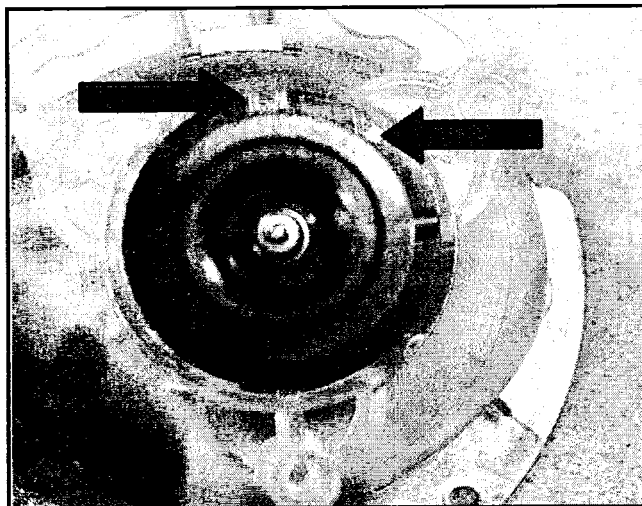


- ⇐ Remove Torx T10 screws -arrows- then remove retaining ring
- Pull gas discharge bulb out by base and lay carefully to the side



⇐ Locate mark on new reflector -arrow- that indicates on which side of vehicle to install reflector (mark is next to tab sticking out on edge of reflector)

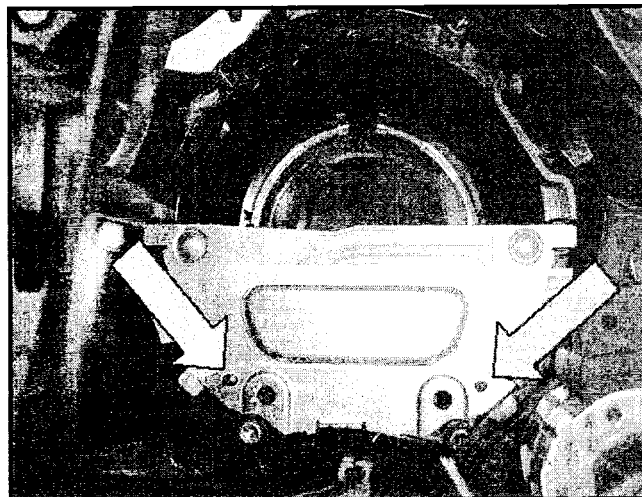
- R - right headlight reflector
- L - left headlight reflector



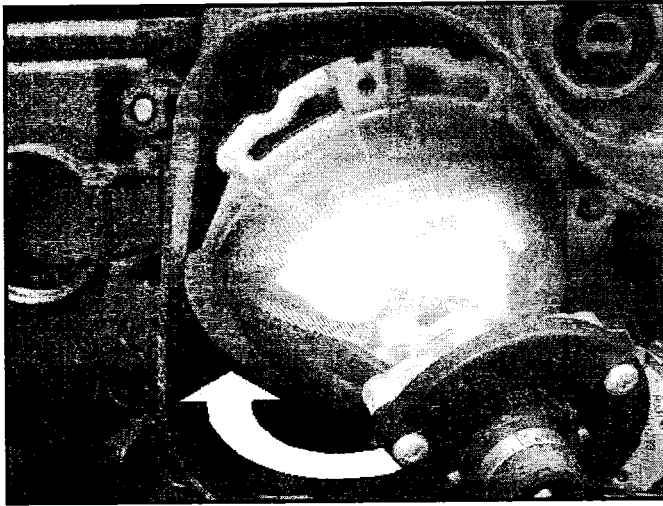
• Install gas discharge bulb in new reflector, careful to only touch bulb base

⇐ Pay attention to locating tabs -arrows-

- Set retaining ring on and install Torx T10 screws

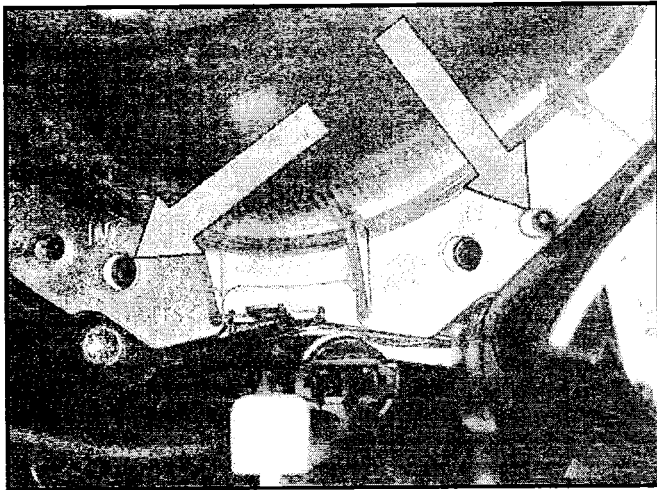


⇐ Examine position of headlight beam screen in headlight. Make sure it is properly located on guide pins -arrows-

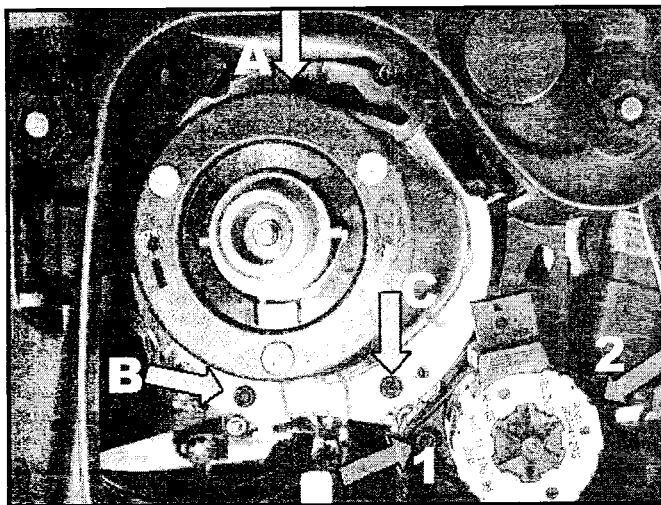


Note: Left and right side reflectors are different, pay attention to location

⇐ Install new reflector in headlight housing

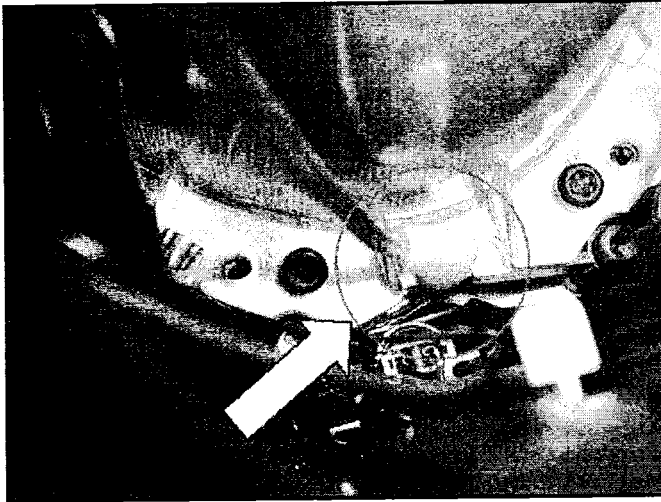


⇐ Align reflector with headlight beam screen over guide pins -arrows-

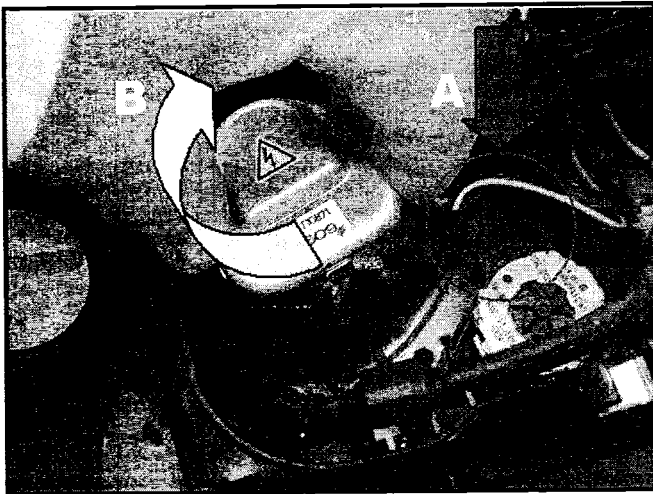


⇐ Using Torx T20 install screws -arrows A, B and C- for reflector

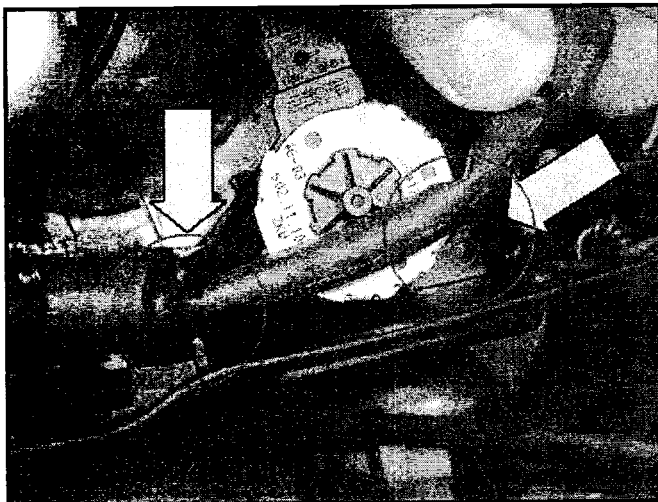
⇐ Tighten two screws -arrows 1 and 2- for adjusting motor



- ⇐ Connect ground cable on terminal at bottom of headlight beam screen



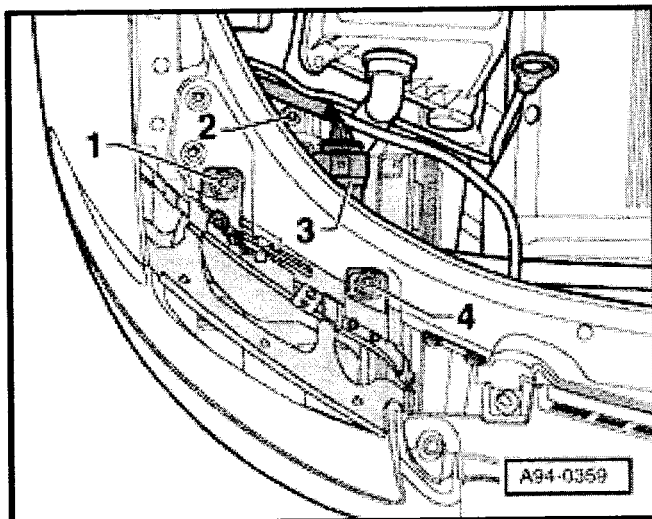
- ⇐ Connect connector to headlight adjusting motor -arrow A-
- ⇐ Install harness connector for gas discharge bulb -arrow B- by pushing it down slightly while turning clockwise



- ⇐ Clip harness connector for gas discharge bulb in both places -arrows-
- Install headlight cover
- Repeat procedure for opposite headlight

Section C – Headlight Installation

- Install headlights in reverse of removal, making sure to:
 - Push headlight horizontally up to stop on bottom headlight mount
 - Align headlight to contours of body (gap widths)



- ← Install bolts -1-, -2- and -4- and torque to 6 Nm (53 in. lbs.)
- ← Connect electrical harness connector -3-
- Reconnect battery ground (GND) cable and tighten to 6 Nm (53 in. lbs.)
- Reinstall battery cover
- Set anti-theft radio code and check operation
- Set clock and power window pinch protection
- Set power seat memory initialization, if present
- Adjust headlights using VAS 5051 or VAS 5052 with VAS 6017B and VAS 5107 Hella Universal Beamsetter IV
- Replace air guide and engine covers
- Close hood
- Destroy and properly dispose of removed part(s)