VOLKSWAGEN

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MARIA COTTER NAME LEAD CAMPAIGN ADMINISTRATOR TITLE PRODUCT COMPLIANCE DEPARTMENT 248-754-5000 PHONE 248-754-5093 Fax JUNE 30, 2008 DATE

Ms. Patricia Wallace Recall Analyst for Safety Assurance National Highway Traffic Safety Administration Attn: Recall Management Division (NVS-215) U.S. Department of Transportation 1200 New Jersey Avenue, S.E. Washington, DC 20590

Subject: Recall Campaign 07V-334 (55E5/JV)

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 for revised recall campaign 07V-334 (55E5/JV):

- Dealer notification letter
- Work Procedure and Claiming Instructions

If you have any questions or require additional information, please contact me.

Sincerely. MA ROS

Maria Cotter Lead Campaign Administrator Product Compliance -Service and Quality Enclosures

VOLKSWAGEN GROUP OF AMERICA. INC 3800 HAMLIN ROAD AUBURN HILLS, MI 48326 PHONE +1 248 754 5000 Audi of America, Inc.



SAFETY RECALL INFORMATION

June 2008

Subject: Safety Recall JV 2006-2008 Model Year Audi A6 Avant and Model Year 2007-2008 Audi Q7 Automatic Rear Lid Software – Vehicles to be Reopened

Dear Dealer Principal and Service Manager:

This letter is to inform you that some vehicles included in **Safety Recall JV** will be reopened. The corresponding warranty claims for these vehicles will also be required to be debited accordingly.

What is the Issue?

An audit of the Software Version Management (SVM) database has identified some vehicles that have had a warranty claim entered and paid for the JV safety recall, but did not have the rear lid software module software updated to the level installed in the work procedure.

What Is Required?

As required by the Nation Traffic and Motor Vehicle Safety Act, all vehicles that have not been repaired as required by the work instructions provided in Safety Recall Circular JV will be required to be reopened in ElsaWeb and repaired according to the provided instructions. As these vehicles will be required to be reopened, all warranty claims corresponding to the JV recall will also be required to be debited.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that either contains a defect related to motor vehicle safety or does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. It is therefore imperative that you correct any vehicle in your inventory that is affected by this recall **prior to delivery** for sale or lease.

Where to Find Complete Campaign Information

Please refer to **Safety Recall JV** posted on ServiceNet for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.

Other Service Work to be Completed at the Same Time

When the vehicle is presented for this service action, check the campaign inquiry screen on ElsaWeb for any applicable service procedures, such as Required Vehicle Update Technical Bulletins, and perform these during the service visit. Also, we encourage you to take this opportunity to ask the customer if there are any other concerns with the vehicle, and service them at that time as well.

Audi of America, Inc. 3800 Hamlin Road Auburn Hills, MI 48326 United States of America www.audiusa.com



Campaign Inquiry Screen Printouts

Additionally, it is recommended that on the day of the repair, a screen print of the ElsaWeb campaign inquiry be attached to the repair order. Audi will not reimburse under this action any duplicate repair work or a repair performed on a vehicle outside the VIN ranges.

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

Audi Product Compliance

IMPORTANT INFORMATION Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety. If you have questions regarding this or any other campaign, please call (800) 741-2919.

Safety Recall Circular

Subject: 2006-2008 MY Audi A6 Avant 2007-2008 MY Audi Q7 Automatic Rear Lid Software Code: 55E5/JV REVISION #3

Revision Summary

Steps to check the automatic rear lid software level have been added. Revised or additional portions of this document are noted with a "NEW" stamp.

Problem Description

Audi has determined that a potential defect may occur in the vehicle's automatic rear lid. The vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

Corrective Action

Install new automatic rear lid software.

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VIN Range and Production Date of Affected Vehicles

<u>2006-2008 A6 Avant (USA including PRI)</u> WAU___4F_6N017015 - WAU___4F_8N030731

<u>2006-2008 A6 Avant (CANADA)</u> WAU___4F_6N015585 - WAU___4F_8N016049

Production Date: May 2005 - July 2007

<u>2007-2008 Audi Q7 (USA including PRI)</u> WA1___4L_7D001257 - WA1___4L_8D014458

<u>2007-2008 Audi Q7 (CANADA)</u> WA1___4L_7D005521 - WA1__4L_8D014378

Production Date: December 2005 - July 2007

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

June 2008

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles received a report containing the complete VIN with customer name and address data. Dealers did not receive a report if they had no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you are urged to limit the use of this report.

Parts Information and Allocation

No parts will be needed for this campaign. Software CDs were provided prior to customer notification. If you require an additional software CD for vehicles affected by this campaign please submit your request for additional software to the Audi Technical Literature Ordering Center at 1-800-544-8021 or via website https://www.audi.ddsltd.com/.

Owner Notification Mailing

On or about September 27, 2007, Audi notified all known owners of affected vehicles. A sample copy of this letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

CONTINUE TO NEXT PAGE

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SAGA Claim Entry Procedure

| Service No. Damage Co Parts Manu Claim Type Sold vehi Unsold ve | : 55E5 de: 0099 facturer - Rem cle = 7 10 ehicle = 7 90 | oved part: 002 | | |
|--|--|---|---|-----|
| Criterion Code | Repair Operation | Damage Code | Time Units | |
| 4F = A6 Avant or | Install new rear software Check software no update need | r lid - 55 61 20 99 s, - 55 61 20 99 ded. | 9 - 100 TU | EW |
| 4L = Audi Q7 or | Install new rea software Check software no update need | r lid - 55 61 20 99 - 55 61 20 99 ded. | 9 - 100 TU 9 - 20 TU | NEW |
| CUST Service Nu Claim Type Labor open Dealers are delivery ser Safety Rec maximum c cost of pick | TOMER ASSIS The second second second The second second second second The second second second second The second second second second The second second second second second The second second second second second The second seco | 16 00 Amoun ide additional piners affected by dealers can clai ted vehicle to co y of a customer's | RAGE t: \$40 max ckup and the JV im up to a over the s vehicle. | |
| If Customer F Fax the Repai VIN, applicable Number, and I | Refuses Repairs: r Order to VWoA a e Service Number, Date. | it (248) 754-5093 an , Customer Informati | id provide ion, Dealer | |

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September 2007

Subject: Safety Recall JV 2006-2008 Model Year Audi A6 Avant & 2007-2008 Model Year Audi Q7 Automatic Rear Lid Software

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 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue?

In some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles, the vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

What Will Audi Do?

In order to prevent the conditions described above, we will install new software on affected vehicles.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take approximately one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information via first class mail to the lessee.

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 repairs to the rear lid gas struts or motors, the enclosed form explains how to request reimbursement.

Service Help From Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

Audi of America, Inc. Attn: Customer Relations (JV) 3499 West Hamlin Road Rochester Hills, MI 48309 1-800-253-2834

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to http://www.safercar.gov/.

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

Audi Product Compliance

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Customer Letter Example (Canada)

September 2007

Subject: Safety Recall JV 2006-2008 Model Year Audi A6 Avant & 2007-2008 Model Year Audi Q7 Automatic Rear Lid Software

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue?

In some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles, the vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

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What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take approximately one hour and will be free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information via first class mail to the lessee.

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 repairs to the rear lid gas struts or motors, the enclosed form explains how to request reimbursement.

Service Help From Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

Audi Canada Attn: Customer Relations (JV) P.O. Box 842, Stn. A Windsor, ON N9A 9Z9 1-800-253-2834

We look forward to providing this service for you. Thank you for your continued loyalty!

Audi Product Compliance

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| Do | man | |
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| rans. | | |
|----------|----------------|----------------------------------|
| Quantity | Part Number | Part Name |
| 1 | 4L0 906 961 G | Update CD (for -VAS 5052- only) |
| 1 | 4E0 906 961 AD | Update CD (for -VAS 5051B- only) |

Note: The update CD can be used as often as required, and should only be ordered if original is damaged or missing.

Special Tools:



- Approved battery charger
- Content of the second security certificate (equipped with the security certificate)
- Adapter cable
- Network connection cable
- Brand CD V. 11.55.00 or later installed

Section A – Deactivating data bus diagnosis interface (J533)

D Note:

- The correct CD must be used in the appropriate tester. Please use the correct CD as marked on the CD label in the in either the -VAS 5051B- or -VAS 5052-.
- As for all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply
- Please switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)
- Also make sure that no electromagnetic interference sources (mobile phone, Bluetooth, etc.) are operated in or near the vehicle while individual control units are being updated

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- Connect vehicle diagnostic, testing and information system -VAS 5051B- or -VAS 5052- (with online capability) to the vehicle
- Insert the Update CD (Part No. 4L0 906 961 G for VAS 5052) or Update CD (Part No. 4E0 906 961 AD for VAS 5051B) in the CD drive of the appropriate tester
- Connect tester to your workshop network (CPN) using network connection cable
- Insert memory stick so *Diagnosis Log* can be recorded following SVM update
- Enter the SVM update into the User Test Plan by selecting the following inside Guided Fault Finding:

Go to >> Function/Component Selection >> Problem Related Hardware and Software Update >> Direct Input: SVM code for problem related update

- Follow the SVM update procedure and enter the SVM Action Code 55E5A001 when prompted
- Enter your GeKo ID when requested and data will be transmitted to the SVM server, which will respond with instructions to continue

If the 6D rear lid control module software is level 280 or greater, no further work is necessary

D Note:

- Additional SVM programming is required after update is complete
- Following update with CD in Section B, proceed to Section C and perform 2nd SVM update procedure
- If 2nd SVM update is not performed, vehicle may not start, TCM trouble codes, and loss of communication codes may be stored

(I) Note:

 Only the data bus diagnostic interface is flashed in Section A of this campaign. Do not perform any updates of other control units as part of this campaign

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U Note:

- If you encounter problems with the SVM software update, please refer to technical bulletin 2011732 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2011732 – Software Version Management (SVM)
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit *Guided Fault Finding* via the *Go to* button

Proceed to Section B

Section B - Software update of tailgate drive

- With vehicle diagnostic, testing and information system -VAS 5051B- or -VAS 5052- (with online capability) connected to the vehicle
- Select:

Applications>>Start application from CD ROM



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- ⇐ The start screen shows the tester
- Press the 'Next' button (►)

When this screen is displayed, both tailgate drives will then be flashed. Wait until the software update is completed

- If this screen display appears, the software update was successful
- Press the 'Next' button (▶)

Proceed to section C - Complete final SVM update

Note:

If Section C - SVM update is not performed, vehicle may not start, TCM trouble codes and loss of communication codes may be set

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- If this screen display appears, the software update was not successful
- Make a note of the error number displayed on the screen
- Press the 'Next' button (►)
- If the update was unsuccessful do not continue to Section C

Note:

If the software update of the rear lid is unsuccessful:

- Open a TAC ticket and contact the Audi Technical Assistance Center (TAC)
- Check CD installed in tester for proper installation and correct CD
- Lay tester flat and try update again

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Section C – Activating data bus diagnosis interface (J533)

With tester still connected to the vehicle, enter the SVM update into the User Test Plan by selecting the following inside *Guided Fault Finding*:

> Go to >> Function/Component Selection >> Problem Related Hardware and Software Update >> Direct Input: SVM code for problem related update

- Follow the SVM update procedure and enter the SVM Action Code 55E5B001 when prompted
- Enter your GeKo ID when requested and data will be transmitted to the SVM server, which will respond with instructions to continue

Note:

- Only the data bus diagnostic interface is flashed in Section C of this campaign. Do not perform any updates of other control units as part of this campaign
- If you encounter problems with the SVM software update, please refer to technical bulletin 2011732 – Software Version Management (SVM), Operating Instructions
- If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2011732 – Software Version Management (SVM)
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted

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| Guided Fault Finding ECU-Identification data | Audi V12.62.00 09/05/2008 Audi Q7 USA/CDN 2007> 2007 (7) SUV BHK 3.6 FSI / 206 kW |
|--|---|
| | |
| 6D - Rear Lid Electronics 4L0910945 ValeoHeckdeckel H21 Dealer number 98765 | 4L0827851B H21 0280 |
| 4L0910946 | 4L0827852B |
| ValeoHeckdeckel H21 Dealer number 98765 | H21 0280 |
| 6F - Central comfort system II 4L0910290A ILM HINTEN 2 H05 Cordina 2505 | 4L0907290A H05 0060 |
| Cherang mide | C ? A 08 06 2009 |

Section D – Checking software level of automatic rear lid

- While still within the Guided Fault Finding menu, select Go to >> ECU-Identification Data, and scroll down until you locate address 6D
- Werify that software level for address 6D has been updated to software 280 or higher

U Note:

If the software update of the rear lid is unsuccessful:

- Open a TAC ticket and contact the Audi Technical Assistance Center (TAC)
- Check CD installed in tester for proper installation and correct CD
- Lay tester flat and try update again
- Once completed, exit Guided Fault Finding via the Go to button

Proceed to Section E

Section E – Checking power-operated tailgate

- Open and close the tailgate using the power function
- Open the tailgate once again
- Pull down the tailgate by hand. If increased resistance (slight shaking) can be felt when pulling down the tailgate, the software update was successful
- No release of clutch for rear lid motor should be felt

WORK IS COMPLETE

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