



Audi of America, Inc.

SAFETY RECALL CAMPAIGN ANNOUNCEMENT

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

January 21, 2010

Subject: **Voluntary Safety Recall Campaign 70D4/J6
2009 Audi Q5 vehicles
Replace Middle Clip of A –Pillar Cover**

Dear Audi Dealer Principal, Service Manager, and Parts Manager:

This is to inform you that Audi has notified the NHTSA and Transport Canada of a voluntary safety recall campaign that requires the installation of retaining clips on the A-pillar on some model year 2009 Audi Q5 vehicles.

What is the problem?

A left and/or right A-pillar trim cover clip may not have been manufactured correctly, allowing (in rare cases) the A-pillar trim to become loose when the Sideguard™ head protection airbags deploy during a crash. If this happens, a loose trim piece could injure the front seat occupants of the vehicle.

What does the repair involve and when will the repair be available?

The clip in the middle of the left and right A-pillar covers will be replaced at no cost to customers. Customer notification is scheduled to begin in January 2010.

Inventory Vehicles

On December 14, 2009, a package containing replacement clips, a work procedure, interim claiming instructions and a VIN list was sent via FedEx to the dealers whom our records show had affected inventory vehicles. These vehicles showed the 70D4/J6 code open on December 15, 2009, and were visible on the dealer's AIM report.

Customer Notification

We have scheduled customer notification to begin on January 22, 2010, and at that time, the 70D4/J6 code will show open on all affected vehicles.

Parts Allocation Information

Dealers will receive a parts allocation before the customer mailing begins.

Important Reminder on Vehicles Affected by Safety and Compliance Recalls

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.

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

Code: **70D4**

Subject: **2009 Model Year Q5**

Replace Middle Clip of A-pillar Cover

January 2010

Problem Description

A left and/or right A-pillar trim cover clip may not have been manufactured correctly, allowing (in rare cases) the A-pillar trim to become loose when the Sideguard™ head protection airbags deploy during a crash. If this happens, a loose trim piece could injure the front seat occupants of the vehicle.

Corrective Action

Replace the clip in the middle of the left and right A-pillar covers in each affected vehicle.

VIN Range and Production Date of Affected Vehicles

(USA and CANADA)

2009 Q5

WA1___8R_9A009345 - WA1___8R_9A054263

Produced November 25, 2008 – June 04, 2009

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.

Inventory Vehicles

On December 14, 2009, a package containing replacement clips, a work procedure, interim claiming instructions and a VIN list was sent via FedEx to a small number of USA dealers whom our records show had affected inventory vehicles. These vehicles showed the 70D4/J6 code open on December 15, 2009, and were visible on the dealer's AIM report.

Owner Notification Mailing

On or about January 22, 2010, Audi will notify all known owners of affected vehicles by first class mail. A sample copy of the owner letter is enclosed.

Parts Information and Allocation

Prior to owner notification, parts will be allocated to all dealers. Ensure that these parts are inventoried in a secure manner and are used ONLY for this campaign.

If you have exhausted your allocated parts for vehicles affected by this safety recall, but have exceeded your weekly Upper Order Limit, please submit your requests for additional material via email to upperorderlimits@audi.com.

If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation(s) from the chart below. **The Applicable Criteria ID is shown in ElsaWeb.** 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.

Saga Claim Entry Procedure

Check ElsaWeb to determine whether the "70D4" campaign is open.

Service No. : 70D4

Damage Code:0099

Parts Manufacturer

Removed part: Use vendor code **002**.

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criterion 8R

–Remove both A-pillar trim pieces (top) and replace center retaining clips

Repair operation: 7057 42 99 30 T.U.

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2	8Z0 867 276	Retaining clip

There is NO reimbursement for vehicle wash or loaner vehicle.

If customer refused repairs – Fax the repair order to (248) 754-5093 and provide the VIN, applicable service number, customer information, dealer number and date.

Customer Letter Example (U.S.A.)

January 2010

**Subject: Voluntary Safety Recall 70D4/J6
2009 Model Year Audi Q5
Replace Middle Clip of A-Pillar Cover
VIN:**

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 2009 model year Audi Q5 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

A left and/or right A-pillar trim cover clip may not have been manufactured correctly, allowing (in rare cases) the A-pillar trim to become loose when the Sideguard™ head protection airbags deploy during a crash. If this happens, a loose trim piece could injure the front seat occupants of the vehicle.

What Will Audi Do?

The clip in the middle of the left and right A-pillar covers will be replaced at no cost to customers.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take about one-half 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 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 out-of-pocket to replace an A-pillar cover clip, 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 (70D4/J6)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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 apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

January 2010

**Subject: Voluntary Safety Recall 70D4/J6
2009 Model Year Audi Q5
Replace Middle Clip of A-Pillar Cover
VIN:**

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 2009 model year Audi Q5 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

A left and/or right A-pillar trim cover clip may not have been manufactured correctly, allowing (in rare cases) the A-pillar trim to become loose when the Sideguard™ head protection airbags deploy during a crash. If this happens, a loose trim piece could injure the front seat occupants of the vehicle.

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

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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 Canada
Attn: Customer Relations (70D4/J6)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-253-2834

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Product Compliance

If there are questions regarding the work procedure, contact the Campaign Helpline at 1-800-741-2919.

Required Tools:



- 80-200 Pry Lever



- 3409 Trim Removal Wedge (or equivalent)

PARTS:

<u>Qty</u>	<u>Part Number</u>	<u>Description</u>
2	8Z0 867 276	Retaining clip

Work Procedure



WARNING!

For your safety, address all airbag issues prior to performing this campaign

Additional repairs and diagnosis are not covered by this action

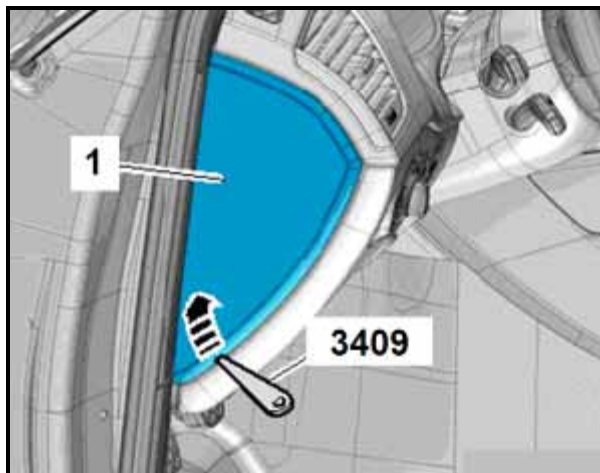


WARNING!

Follow all safety regulations for pyrotechnic components

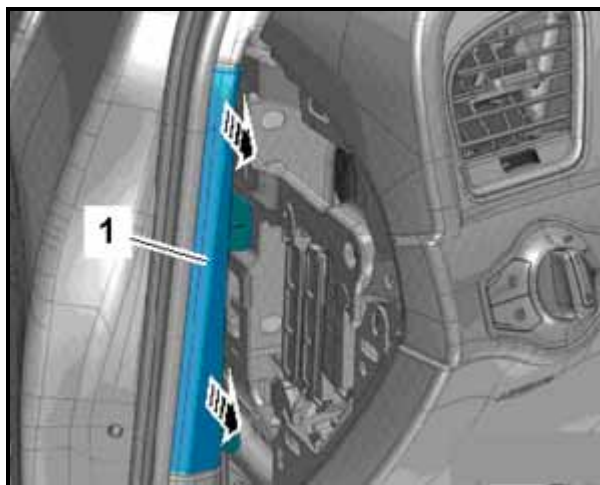


Tip: It is not necessary to disconnect the battery prior to performing this campaign



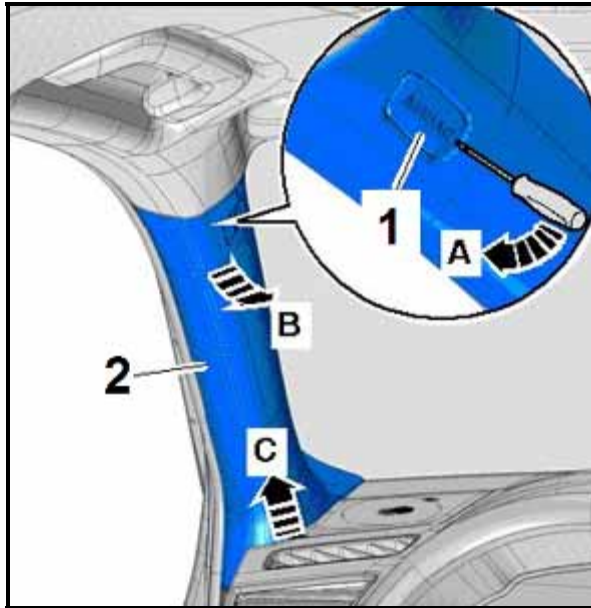
Note: Perform this work procedure on the driver side and passenger side of vehicle

← Pry instrument panel side cover -1- off using trim removal wedge tool 3409 -arrow- and remove it

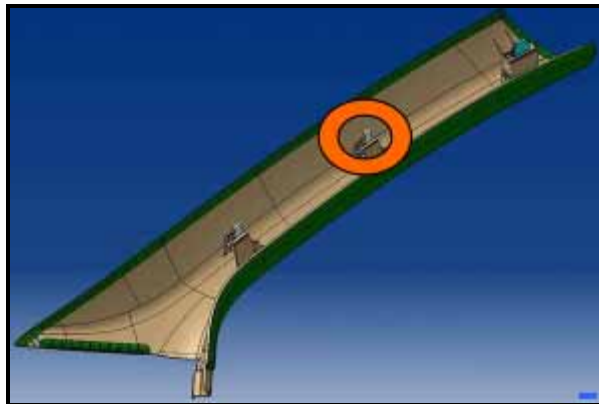


← Remove gap cover -1- from A-pillar trim panel and the sill trim -arrow-

- Remove gap cover upward from clips on A-pillar



- ⇐ Pry out expanding cap -1- (where “AIRBAG” symbol is embossed –approx. 5mm) with a screwdriver -arrow A-
- ⇐ Carefully unclip upper A-pillar trim -2- beginning at top using pry lever tool 80-200 -arrow B-
- ⇐ Pull upper A-pillar trim out of instrument panel -arrow C- and remove



- ⇐ Remove center retaining clip -circle- and install new retaining clip part number (8Z0 867 276)



Tip: Perform procedure on both sides of vehicle



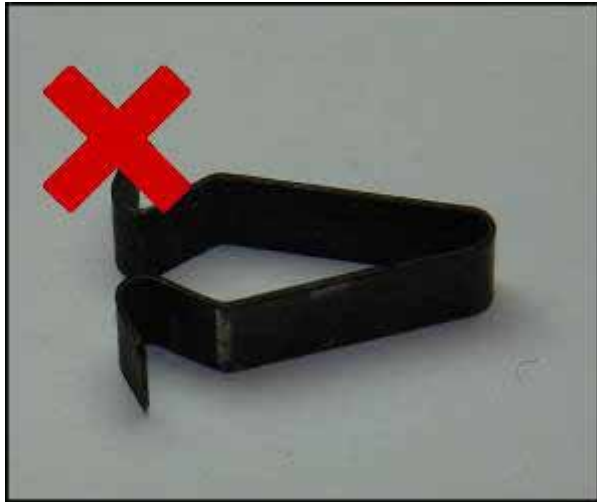
Tip: Illustration shows driver side of vehicle; passenger side is symmetrically opposite



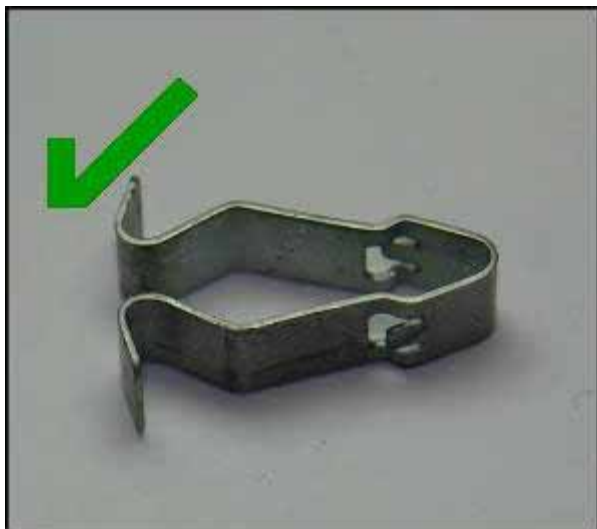
Tip: If outer two trim clamps remain in the body mounting points, remove them and insert them in the trim. If clamps are damaged or deformed, they must be replaced with new parts



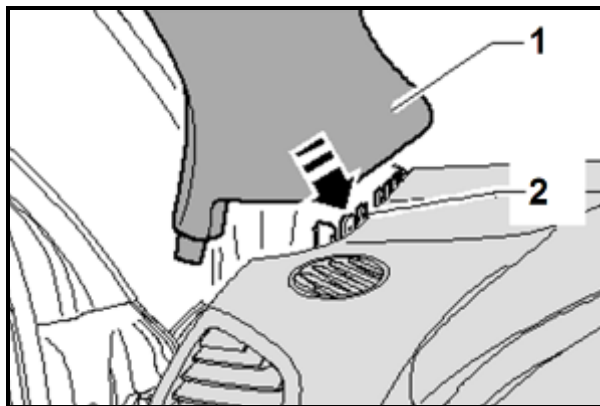
Tip: If center trim clamp -circle- remains in the body mounting, remove and discard trim clamp



Tip: Old retaining clip (must be removed)



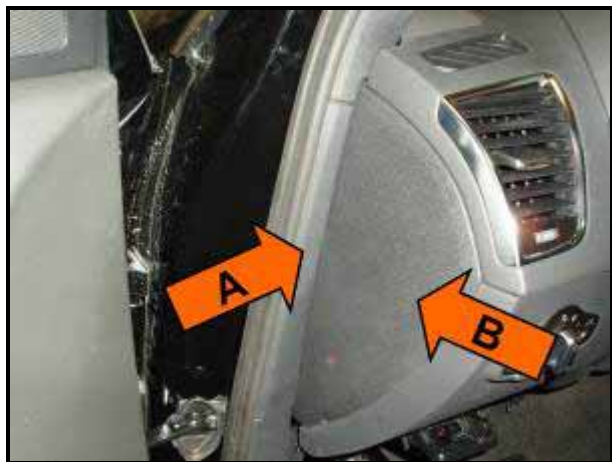
Tip: New retaining clip part number
(8Z0 867 276)



WARNING!

Be very careful not to trap curtain airbag when installing A-pillar trim

- ⇐ Install upper A-pillar trim -1- into instrument panel mount -2- and front sill panel trim -direction of arrow-
- Attach upper A-pillar trim panel with the “AIRBAG” symbol so that the clips engage
- Fold over the rubber lip of door seal



⇐ Reinstall gap cover -arrow A- onto A-pillar trim panel and sill trim

⇐ Reinstall instrument panel side cover -arrow B-

ⓘ Note: Perform this work procedure on the driver side and passenger side of vehicle

- Properly dispose of all removed parts

WORK IS COMPLETE