

VOLKSWAGEN

GROUP OF AMERICA

12V-299
(2 Pages)

Ms. Nancy Lummen Lewis
Acting Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215)
1200 New Jersey Avenue, S.E.
Washington, DC 20590

CHRISTOPHER T. SANDVIG NAME
GENERAL MANAGER COMPLIANCE/TREAD TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
248-754-5093 FAX
JUNE 27, 2012 DATE

Subject: Notification of Voluntary Recall
2012 Model Year Audi Q5
Front Sunroof Glass Panel

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

Dear Ms. Lewis:

This information is submitted in accordance with the requirements of Part 573 of Title 49 of the Code of Federal Regulations (49 CFR 573 (2012)).

573.6 (c) (1) **Manufacturer's Name**

Audi AG

Importer

Volkswagen Group of America, Inc. (VWGoA)

573.6 (c) (2) **Identification of Vehicles**

Make : Audi

Line : Audi Q5

Model Year : 2012

Month/Year
of Manufacture : June 21, 2011 through December 9, 2011

VIN Numbers
of Affected Vehicles : WA1__FP_CA – WA1__FP_CA

Other Identification : Vehicles equipped with sunroof glass panel.

573.6 (c) (3) **Number of Vehicles Potentially Containing the Defect**

13,172 vehicles are affected by this defect in the United States.

573.6 (c) (4) **Percentage of Vehicles Actually Containing the Defect**

VWGoA is unable to determine the exact percentage of vehicles affected by this defect.

- 573.6 (c) (5) **Description of Defect**
Due to a production process issue at the sunroof glass supplier, some vehicles may have been manufactured with a front sunroof glass panel that is susceptible to breakage in very cold weather/temperature conditions. If the front sunroof glass panel were to break while the vehicle is in motion, it could cause driver distraction. Additionally, broken glass inside the vehicle poses a risk of injury to vehicle occupants.
VWGoA is not aware of any claim of accident or injury caused by this issue.
- 573.6 (c) (6) **Basis for Determination**
During the 2011/2012 winter season, VWGoA received information from dealers regarding a small number of vehicles with broken front sunroof glass panels. Damaged parts were shipped to Audi AG for analysis.
The first analysis in March 2012 indicated that very cold temperatures could increase the tensile stress between the front sunroof glass panel and the sunroof glass frame, causing the glass to break. A decrease of reported field cases during warmer temperatures helped confirm this.
In April through June 2012, additional laboratory tests with non-damaged front sunroof glass panels from U.S. customer vehicles were performed by Audi AG. In tests with extreme cold temperatures (down to -40°F (-40°C)) a very small number of front sunroof glass panel breakage occurred.
On June 20, 2012 the Product Safety Committee at Audi AG made the decision to conduct a safety recall.
- 573.6 (c) (7) **Noncompliance Test Result**
Not applicable
- 573.6 (c) (8) **Proposed Remedial Program**
When sufficient quantities of front sunroof glass panels are available, VWGoA plans to notify all owners of affected vehicles and will instruct them to arrange for an appointment with an authorized Audi dealer. Dealers will replace the front sunroof glass panel of the affected vehicles for customers free of charge.
Pending parts availability, mailing dates are anticipated as follows:
Dealers: On or about August 7, 2012
Owners: On or about August 7, 2012
- 573.6 (c) (9) **Submission of Communications**
A representative copy of all bulletins and other communications sent to dealers and owners will be submitted within five (5) days of dealer/owner notification.
- 573.6 (c) (10) **Proposed Owner Letter**
A draft owner's letter will be submitted to the agency for review and approval.
- 573.6 (c) (11) **Manufacturer's Recall Code**
VWGoA has assigned the code 60B2/L3 to this recall.

Sincerely,



Christopher T. Sandvig
General Manager Compliance/TREAD