

Audi of America, Inc.



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Date: August 2012

Subject: Voluntary Safety Recall 60B2
2012 MY Audi Q5 Equipped with Sunroof
Inspect and, if Necessary, Replace Front Sunroof Glass Panel

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

We would like to inform you of voluntary Safety Recall 60B2. Please refer to the attached Campaign Data Sheet for additional information.

***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.***

Parts Information and Allocation

In July, dealers with inventory vehicles and service loaners affected by this recall received an initial parts allocation of glass panels (part number 8R0 877 055) and Screw Kits (part number 4L0 898 057). Recently, these two parts were combined to create a new Repair Kit (part number 8R0 898 998). The price of this kit is less than the price of the two individual parts combined.

- All dealers who were sent the initial allocation in July will receive a credit for the price difference between the individual parts and the new Repair Kit cost.
- Repair Kit (part number 8R0 898 998) contains one glass panel (part number 8R0 877 055) and Screw Kit (part number 4L0 898 057). Dealers can use the individual parts received in the July allocation **OR** the new Repair Kit to complete this recall repair.
- When using the individual parts from the July allocation to complete this recall, please ensure that **only the Repair Kit, part number (8R0 898 998)** is entered on the claim. Do not enter individual parts on the claim when a sunroof glass panel is replaced under this recall.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Product Compliance

Attachment: Campaign Data Sheet (1)



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CAMPAIGN DATA SHEET – REVISED 08/07/2012

CAMPAIGN TYPE		SAFETY RECALL
SAGA CODE		60B2
MARKET(S)		United States and Canada
AFFECTED VEHICLES		2012 MY Audi Q5 vehicles with sunroof glass panel
TOPIC		Inspect and, if Necessary, Replace Front Sunroof Glass Panel
PROBLEM DESCRIPTION		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. Audi is not aware of any claim of accident or injury caused by this issue.
CORRECTIVE ACTION		Inspect and, if necessary, replace the front sunroof glass panel of the affected vehicles for customers free of charge.
CUSTOMER NOTIFICATION DATE		On or about August 7, 2012
ELSAWEB VISIBILITY DATE		On or about August 7, 2012
AIM VISIBILITY DATE		On or about August 7, 2012
CAMPAIGN VEHICLE COUNT	TOTAL AFFECTED	USA: Approximately 13,172 Canada: Approximately 1,793
	DEALER INVENTORY	USA: Approximately 25 Canada: None
	CPO INVENTORY	USA: Approximately 67 Canada: Approximately 2
APPROXIMATE REPAIR TIME		40 TU
SPECIAL TOOLS NEEDED?		NONE
PARTS REQUIRED		8R0 898 998 – Repair Kit (1 per vehicle) - OR - 4L0 898 057 – Screw Kit (1 per vehicle). SEE CAMPAIGN CIRCULAR WORK INSTRUCTIONS
INITIAL PARTS ALLOCATION DATE		On or about August 1, 2012
TECHNICIAN TRAINING REQUIRED?		SEE CAMPAIGN CIRCULAR WORK INSTRUCTIONS
EXPIRATION DATE		NONE
ADDITIONAL INFORMATION		<i>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.</i>

IMPORTANT! To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc. See the campaign circular on ElsaWeb for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.