

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

Audi of America, Inc.
3800 Hamlin Rd.
Auburn Hills, MI 48326
www.audiusa.com

Vehicle Identification Number (VIN): <VIN>

**Subject: Safety Recall 60B2/L3
2012 Model Year Audi Q5 with Sunroof Glass Panel
Inspect and, if Necessary, Replace Sunroof Glass Panel**

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 2012 model year Audi Q5 vehicles equipped with a sunroof glass panel. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

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, increasing the risk of a crash. Additionally, broken glass inside the vehicle poses a risk of injury to vehicle occupants.

What Will Audi Do?

To help prevent this issue from occurring, your authorized Audi dealer will inspect and, if necessary, replace the front sunroof glass panel in your vehicle free of charge.

Precautions You Should Take

We recommend that you keep the sunroof shade fully closed when the vehicle is driven in very cold temperatures (below -4°F / -20°C) until this recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the front sunroof panel break when the vehicle is driven in very cold temperatures (below -4°F / -20°C).

What We Would Like You to Do

Please contact your authorized Audi dealer to schedule a repair appointment without delay. This work will take less than one hour, and will be performed at no cost to you. 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.

IMPORTANT SAFETY RECALL



Reimbursement of Expenses

If you have previously paid for repairs relating to the condition described in this letter, 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 Experience (60B2/L3)
3800 Hamlin Road
Auburn Hills, MI 48326
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 also invite you to visit our website at www.audiusa.com where you can check to see if this or any other action may be open on your vehicle.

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