



Audi

Frequently Asked Questions (FAQ) Voluntary Safety Recall 60B2

SUMMARY

- **Campaign Code:** 60B2
- **Launch Date:** On or about August 7, 2012
- **Code Visibility Date:** On or about August 7, 2012
- **Customer Notification Date:** On or about August 7, 2012
- **Circular Release Date:** On or about August 7, 2012
- **Allocation List Release Date:** On or about August 7, 2012

■ **Affected Vehicles:**

United States & Canada: 2012 MY Audi Q5 vehicles equipped with sunroof glass panel

Number of Vehicles Affected:

USA: approximately 13,172

Canada inventory: approximately 1,793

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: Dealers will replace the front sunroof glass panel of the affected vehicles for customers free of charge.

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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual, however we recommend that customers 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).

How can dealers assist customers with “car down” situations, or customers who indicate that they are concerned about driving their vehicle before the repair is made?

A small initial parts allocation will be sent to dealers. These parts should be used to address customer vehicles that are “car down” situations, and should also be used to repair a customer vehicle if the customer has indicated they are concerned about driving their vehicle before the campaign repair has been made. These parts can also be used for inventory vehicles that dealers have identified for pending sale/delivery to customers.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. 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.

Is a loaner vehicle being covered under this action?

Customers requiring a loaner vehicle should be covered under the existing alternative transportation program if the vehicle is to be driven in very cold temperatures (below -4°F / -20°C).

Is towing being covered under this action?

No.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their AIM report to identify any affected vehicles that may be in their inventory. These vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Can a dealer deliver a new vehicle affected by this recall to a customer before the recall repair has been completed?

No. Under no circumstances should a new vehicle affected by this recall be delivered to a customer until such time that the recall repair has been completed. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

If a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Audi Customer Relations directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

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