



Audi

Frequently Asked Questions (FAQ) Voluntary Safety Recall 60B2 – Revised 08/07/2012

SUMMARY

- Campaign Code: 60B2
- Launch Date: August 7, 2012
- Code Visibility Date: August 7, 2012
- Customer Notification Date: August 7, 2012
- Circular Release Date: August 7, 2012
- Allocation List Release Date: 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: 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 inspect and, if necessary, 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.

Special Note Regarding Parts Allocation & Pricing for Safety Recall 60B2

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 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.

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.

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).

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 Experience/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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