

## IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please contact Warranty



Audi

# Safety Recall

Code: 60B2

**Subject: 2012 Model Year Audi Q5 with Sunroof Glass Panel  
Front Sunroof Glass Panel**

August 7, 2012

### 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.

### Corrective Action

Inspect and, if necessary, replace front sunroof glass panel.

### VIN Ranges & Production Dates

#### **NOTE:**

- *ElsaWeb is the only valid campaign inquiry/verification source. Check ElsaWeb on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in ElsaWeb, contact Warranty before proceeding further. Another dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *ElsaWeb may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

#### **U.S.A.**

##### **2012 Audi Q5**

WA1\_\_\_ FP\_CA005141 – WA1\_\_\_ FP\_CA066998  
Production date: June 11, 2011 – December 9, 2011

#### **CANADA**

##### **2012 Audi Q5**

WA1\_\_\_ FP\_CA005738 – WA1\_\_\_ FP\_CA066965  
Production date: June 21, 2011 – December 7, 2011

**NOTE:** *The VIN range is a general range of vehicles that may be included in the Campaign. Not every vehicle within the VIN range may be included since it may depend on the production date, transmission or engine build date. Always verify ElsaWeb for campaign eligibility on a vehicle.*

### Allocation Report of Affected Vehicles

Electronic allocation lists will be posted under My Dealership Reports on AccessAudi on or about August 7, 2012. A list will not be posted for dealers who have no affected vehicles.

### 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 exhausted your allocated parts but have exceeded your weekly Upper Order Limit, please submit your requests for additional parts via email to [upperorderlimits@audi.com](mailto:upperorderlimits@audi.com). If you have questions regarding parts, please contact the Parts Helpline at 800-767-6552.

### Owner Notification Mailing

On or about August 7, 2012, Audi will notify all known owners of affected vehicles by first class mail. Sample copies of the owner letters are enclosed.

### **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.***

### Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in ElsaWeb.** Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order. **See SAGA Claiming Instructions on next page.**

## Saga Claim Entry Procedure

Check ElsaWeb to determine whether this campaign is open.

**Service No.:** 60B2  
**Damage Code:** 0099

### Parts Manufacturer

**Removed part:** Use vendor code 002

### Claim Type

Sold vehicle = 7 10  
Unsold vehicle = 7 90

### Accounting Instructions

#### Criteria 8R

Inspect for date of manufacture on front sunroof glass panel, no glass replacement necessary

**Repair operation:** 6040 01 99 40 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	4L0 898 057	Screw Kit

**-OR-**

Inspect/Replace front sunroof glass panel.

**Repair operation:** 6040 55 99 40 T.U.

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	8R0 898 998	Repair Kit <i>Kit contains: one glass panel (part number 8R0 877 055) and Screw Kit (part number 4L0 898 057).</i>

#### **IMPORTANT!**

Dealers can use the individual parts received in the July allocation **OR** the Repair Kit for this recall repair.

When using the individual parts from the July allocation, **claim Repair Kit (part number 8R0 898 998).**

Do not enter individual parts on the claim when a sunroof glass panel is replaced under this recall.

***There is NO reimbursement for Vehicle Wash or Loaner***

### If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Customer Letter Example (United States)

<MONTH YEAR>  
<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

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.

### **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](http://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

The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2012 Audi of America, LLC and Audi Canada. All Rights Reserved.

## Customer Letter Example (Canada)

<MONTH YEAR>  
<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

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 Canadian 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.

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**Have You Changed Your Address Or Sold The Vehicle?**

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**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 Canada  
Attn: Customer Relations (60B2/L3)  
P.O. Box 842, Str. A  
Windsor, ON N9A 9Z9  
1-800-822-2834*

We also invite you to visit our website at [www.audi.ca](http://www.audi.ca) 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

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group Compliance/Recall Assistance

**Required Parts:**

<u>Glass Manufacturing Date</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
Before November 28, 2011	1	8R0 898 998	Repair Kit - Includes glass panel (8R0 877 055) and screw kit (4L0 898 057)


**OR**

November 28, 2011 or later	1	4L0 898 057	Screw Kit
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**Work Procedure:**

**SECTION A: Identify Criteria and Check for Open Status**

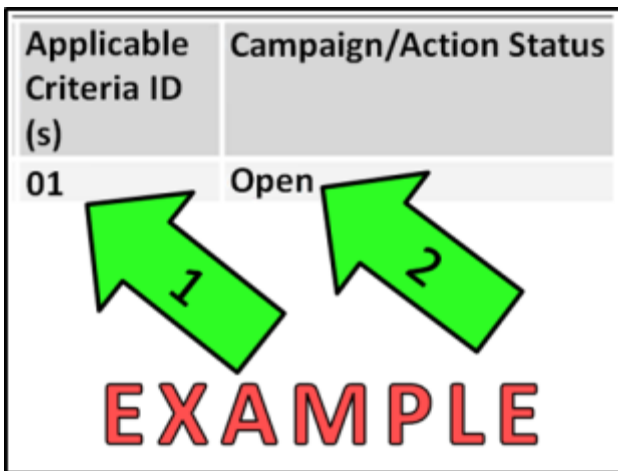
- Enter the VIN in ElsaWeb and proceed to the "Campaign/Action" screen.



Tip: On the date of repair, print this screen and keep a copy with the repair order.

← Ensure that the Status is "Open" <arrow 2>.

- Note the Applicable Criteria ID for use in determining the correct work to be done and corresponding parts associated <arrow 1>.
- Continue to **Section B**.



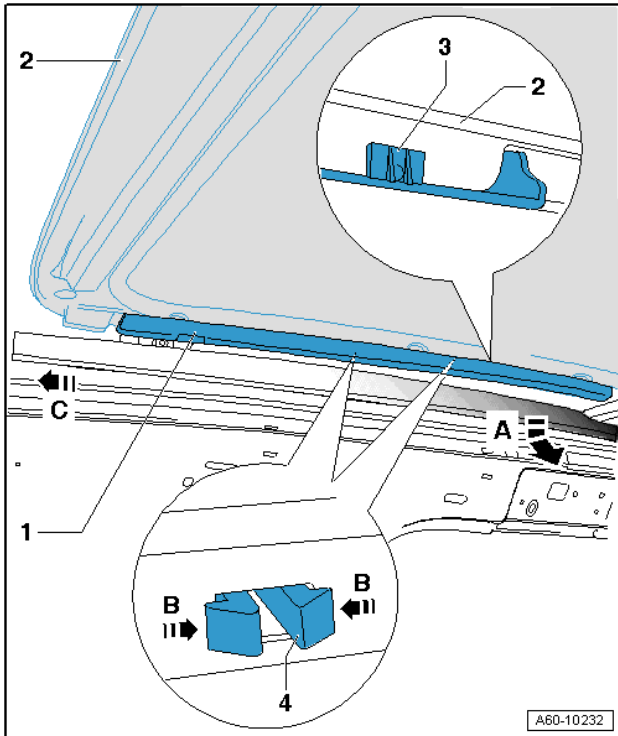
**IMPORTANT!**

Dealers can use the individual parts received in the July allocation **OR** the Repair Kit for this recall repair.

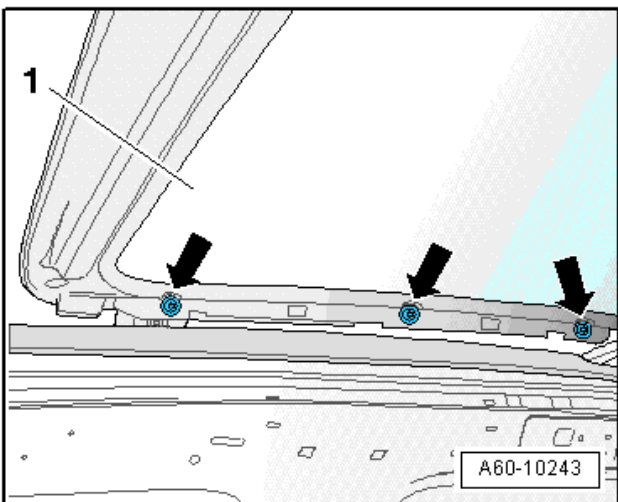
When using the individual parts from the July allocation, **claim Repair Kit (part number 8R0 898 998).**

Do not enter individual parts on the claim when a sunroof glass panel is replaced under this recall.

**Section B: Inspect and, if Necessary, Replace Glass Panel**



- ⇐ Open the glass panel <2> far enough until the trim <1> is accessible.
- ⇐ Carefully pull down on the rear portion of the trim in the direction of <arrow A>.
- ⇐ Moving from the rear to the front of the trim, disengage the two catches in the center <4> and unclip the trim.
- Push the trim forward and remove it.



- ⇐ Remove screws <arrows> from left and right side and discard.

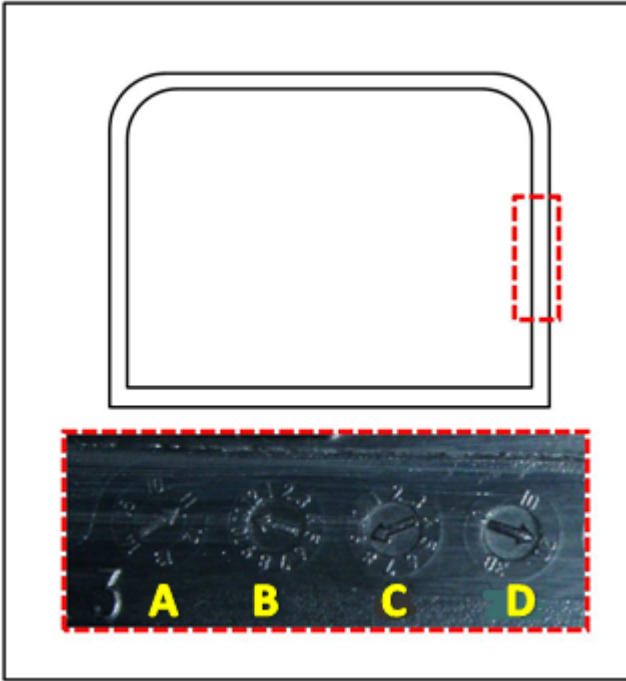


Tip: Clean remaining locking compound from threaded holes.



Tip: When removing the glass, assistance from a second person may be required to avoid damage.

- ⇐ Lift out the glass panel <1>.



⇐ Check the manufacturing date on the inside of the glass panel:

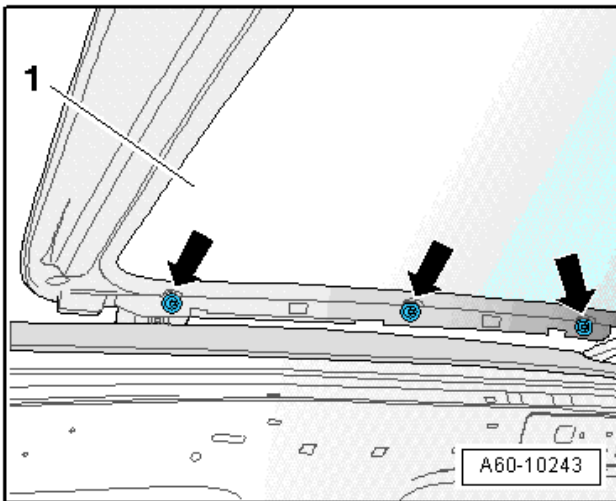
A = Year (11)


B = Month (11)

C + D = Day (9 + 20 =29)


(example: 11/29/2011)

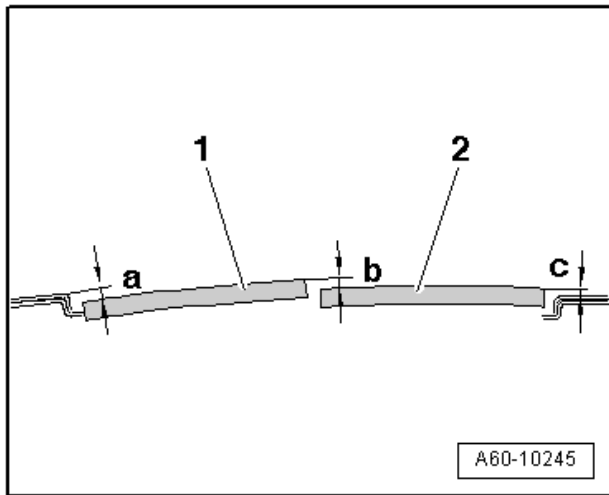
- If the manufacturing date is **November 28, 2011 (11/28/2011) or later**, the glass panel is ok and can be reinstalled. Continue with procedure using new screws, 4L0 898 057, without installing new glass panel.
- If the manufacturing date is **before November 28, 2011 (11/28/2011)**, the glass panel must be replaced, continue with procedure by installing new glass panel using repair kit, 8R0 898 998.



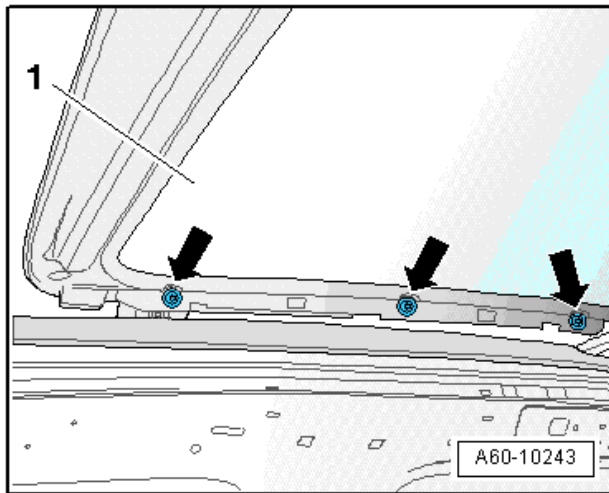
 Tip: When installing the glass, assistance from a second person may be required to avoid damage.

⇐ Install the glass panel from the top and install the screws <arrows> but do not tighten them.

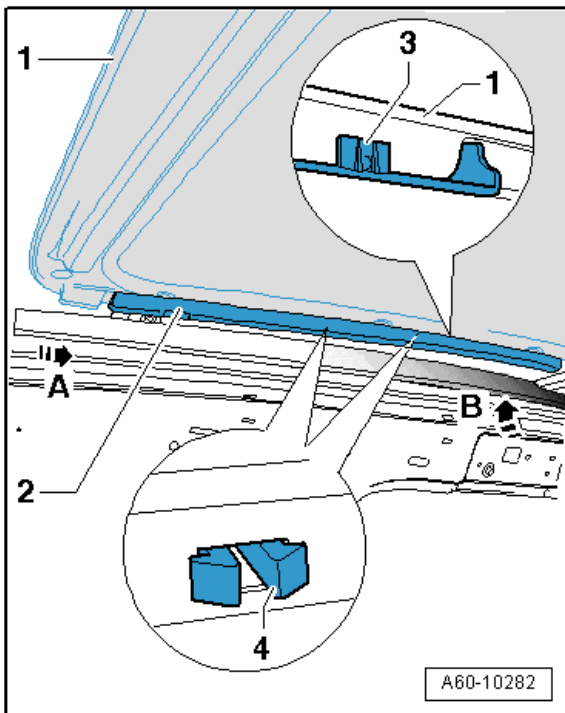
 Tip: To make the alignment steps easier, only tighten the screws enough to support the glass but allowing movement for adjustment.



- Close the glass panel.
- ⇐ Adjust the glass panel <1> according to the tolerances below:
  - Dimension a:  $1.5 \pm 1$  mm
  - Dimension b:  $1 \pm 1$  mm



- ⇐ Tighten the screws <arrows> to 4.5 Nm.



- ⇐ Engage the front trim <2> into the glass panel <1> and slide it in direction of <arrow A>.
- ⇐ Install both catches <4>.
- ⇐ Engage the retaining tab <3> on the rear of the trim by installing in the direction <arrow B>.





- Turn the ignition on.
- The sunroof must be in the closed position.
- ⇐ Pull the sunroof switch down <arrow> and hold it steady in this position for the entire adaptation process (about 20 seconds).
- The glass will open approximately 200 mm and then close again.
- After the sunroof closes again, wait 5 seconds and then release the switch.
- Cycle the sunroof for one complete cycle to ensure anti-pinch does not falsely occur.

## WORK IS COMPLETE

### Parts Return/Disposal

Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA