

## 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.**



# Safety Recall

## REVISION

Code: 60B6

Subject: 2013-2014 MY Audi A8 and S8 Equipped with Standard Sunroof  
Sunroof Glass

October 22, 2013

### Revision Summary

**Circular updated to include customer mailing information.**

### Problem Description

Due to a production process issue at the sunroof glass supplier, some vehicles may have been manufactured with a standard sunroof that is susceptible to breakage if a door on the vehicle is slammed shut, or if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road. If the glass panel were to break when 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

Replace sunroof glass.

### Affected Vehicles

#### **U.S.A. and CANADA:**

**2013-2014 Audi A8 and S8 (with standard sunroof)**

**Verify the open Campaigns/Actions screen in Elsa to determine if the VIN applies to this Campaign/Action**

#### **NOTE:**

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa 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 Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa 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.*

### Inventory Vehicle Open Campaign/Action Report (AIM)

On or about September 26, 2013 affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.accessaudi.com](http://www.accessaudi.com) & AIM). A list was not posted for dealers who did not have any affected vehicles.

### Campaign Customer Allocation Report

Electronic Campaign Customer Allocation reports will be posted under My Dealership Reports on AccessAudi on or about October 22, 2013. A list will not be posted for dealers who have no affected vehicles.

### Parts Information and Allocation

Parts allocation will take place prior to customer notification. 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 October 22, 2013 the customer mailing will take place. A sample copy of the owner letter is 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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.**

### Mandatory Stop-Sale

There is a mandatory stop-sale order on inventory vehicles affected by this recall.

- As of October 1, 2013, a parts allocation was provided to dealers to address all inventory vehicles affected by this recall and stop sale.
- If you have an affected vehicle, **DO NOT** sell, lease, or dealer trade it until the repair has been completed. If you are using an affected vehicle as a demo, discontinue doing so immediately until this recall repair has been completed.
- Please keep any affected vehicle in a secure area where it cannot be made available for sale, lease or trade until the repair has been completed.

## **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 Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

### **Saga Claim Entry Procedure**

Check Elsa to determine if this campaign is open.

**Service No.: 60B6**

**Damage Code: 0099**

#### **Parts Manufacturer**

**Removed part:** Use vendor code **002**

Sold vehicle = 7 10

Unsold vehicle = 7 90

#### **Accounting Instructions**

**Criteria 4H** – Inspect manufacturing date on glass panel; No replacement required

**Repair operation: 0183 00 99 10 T.U.**

**OR**

**Criteria 4H** – Inspect manufacturing date and replace glass panel

**Repair operation: 6039 19 00 40 T.U.**

<b><u>Quantity</u></b>	<b><u>Part Number</u></b>	<b><u>Part Description</u></b>
1.00	4H0 877 071 B	Glass Panel
6.00	8D0 877 721 C	Screws

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

#### **If customer refused repairs**

Fax the Repair Order to the warranty team at (248) 754-4558 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

## Customer Letter Example

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Safety Recall 60B6 – Sunroof Glass Replacement  
2013-2014 Model Year Audi A8 and S8 Equipped with Standard Sunroof**

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 2013-2014 model year Audi A8 and S8 vehicles equipped with a standard sunroof. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to a production process issue at the sunroof glass supplier, some vehicles may have been manufactured with a standard sunroof that is susceptible to breakage if a door on the vehicle is slammed shut, or if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction. Additionally, broken glass inside the vehicle poses a risk of injury to vehicle occupants.

**What will we do?** To help identify and correct this defect, your authorized Audi dealer will replace the sunroof glass in your vehicle. This work will take less than one hour to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.

**Precautions You Should Take** We recommend that you keep the sunroof shade fully closed until this recall repair has been completed. This will help minimize the chance of broken glass falling into the passenger compartment, should the sunroof glass break.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

**Can we assist you further?** 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 (60B6/1L)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-253-2834  
[www.audiusa.com](http://www.audiusa.com)

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 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

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**Vehicle Identification Number (VIN):** <VIN>

**Subject: Safety Recall 60B6 – Sunroof Glass Replacement  
2013-2014 Model Year Audi A8 and S8 Equipped with Standard Sunroof**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2013-2014 model year Audi A8 and S8 vehicles equipped with a standard sunroof. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a production process issue at the sunroof glass supplier, some vehicles may have been manufactured with a standard sunroof that is susceptible to breakage if a door on the vehicle is slammed shut, or if the vehicle experiences a sudden jolt, such as when hitting a large bump or pothole in the road. If the glass panel were to break when the vehicle is in motion, it could cause driver distraction. Additionally, broken glass inside the vehicle poses a risk of injury to vehicle occupants.
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- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
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- Can we assist you further?** 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 (60B6/1L)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-2834  
[www.audi.ca](http://www.audi.ca)

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

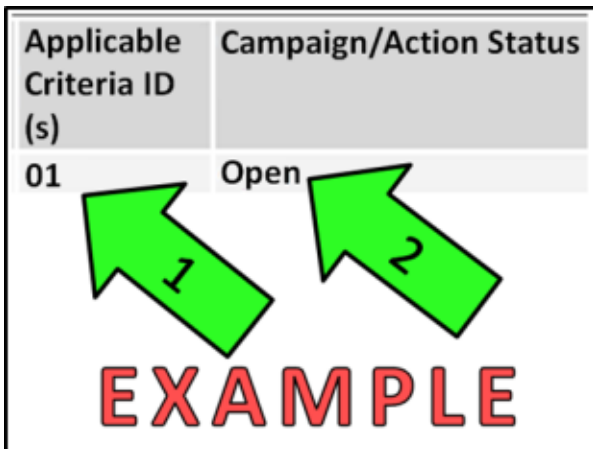
If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance\_Recall Assistance (C)”

**Required Parts:**


<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1.00	4H0 877 071 B	Glass Panel
6.00	8D0 877 721 C	Screws

**Work Procedure**



**Section A – Check for Previous Repair**

- Enter the VIN in Elsa 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  
<arrow 1> for use in determining the correct work to be done and corresponding parts associated

**Proceed to Section B**

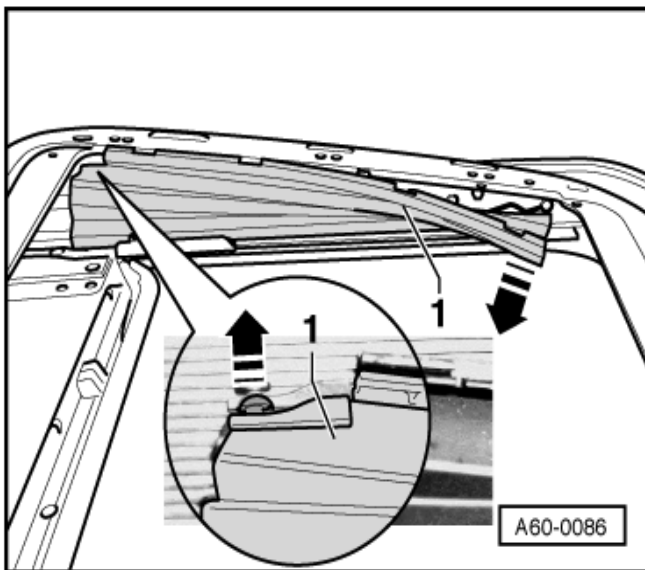


## Section B – Inspect Glass Panel

- ⇐ Check the manufacturing date stamp of the glass panel.
  - a. If the panel date stamp **is**
    - • • • 3 (March) or • • 3 (May)**proceed to section C**
  - b. If the panel date stamp **is not**
    - • • • 3 (March) or • • 3 (May)**No further work is required**

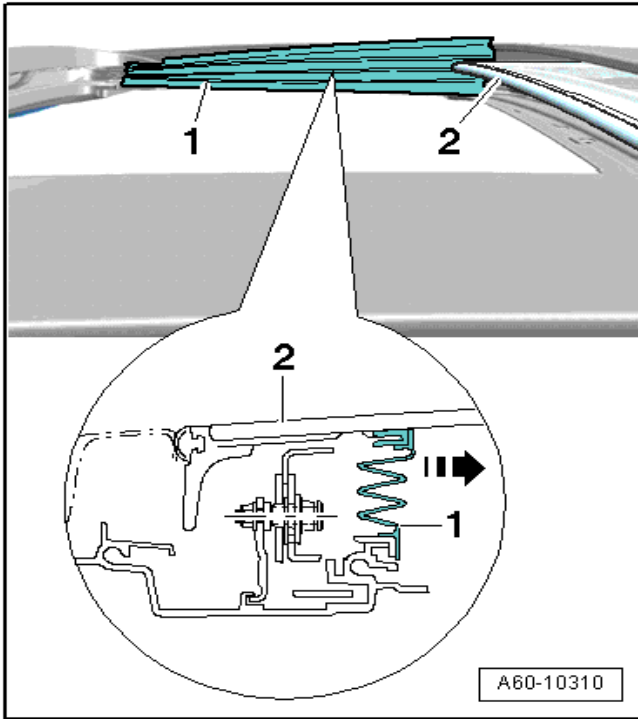
## Manufacturing Date Stamp Chart

Month	Symbol
January 2013	• • • • • 3
February 2013	• • • • • 3
March 2013	• • • • 3
April 2013	• • • 3
May 2013	• • 3
June 2013	• 3
July 2013	3 • • • • •
August 2013	3 • • • •
September 2013	3 • • • •
October 2013	3 • • •
November 2013	3 • •
December 2013	3 •

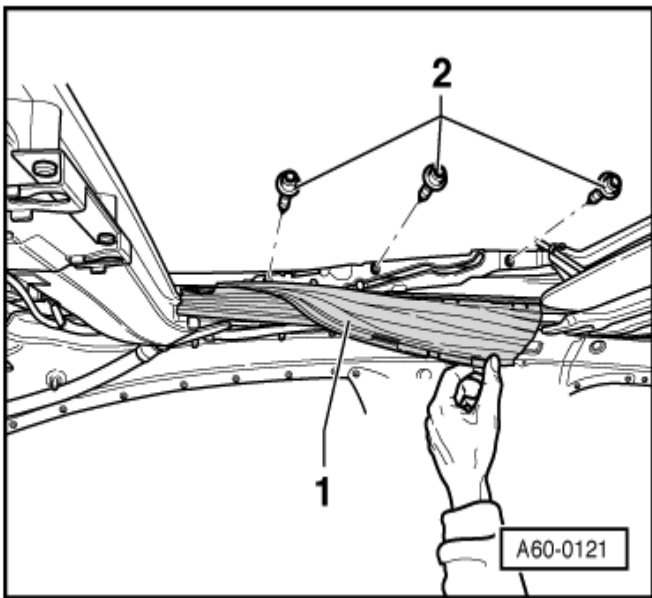


## Section C – Replace Glass Panel

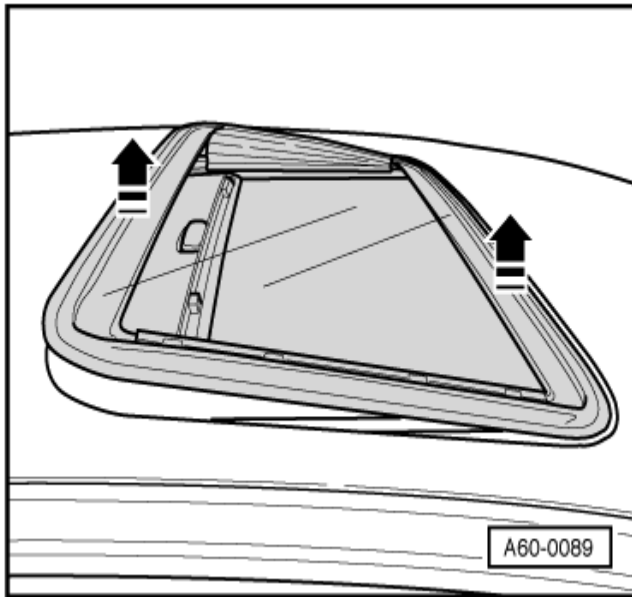
- Raise sunroof to tilted position.
- ⇐ Starting at the front, detach trim <1> inwards from sunroof panel in direction of arrow.
- Slide locking pin out of locking mechanism for roof panel towards rear.
- Pull trim downwards off roof panel.



⇐ Pull off trim <1> from sunroof panel <2> completely toward vehicle interior and fold it downward and away.



⇐ Remove T25 Torx bolts <2> from both sides



← Pull sunroof panel upward and remove.

- Place new glass panel, 4H0 877 071 B, into the opening.
- Install new bolts, 8D0 877 721 C.

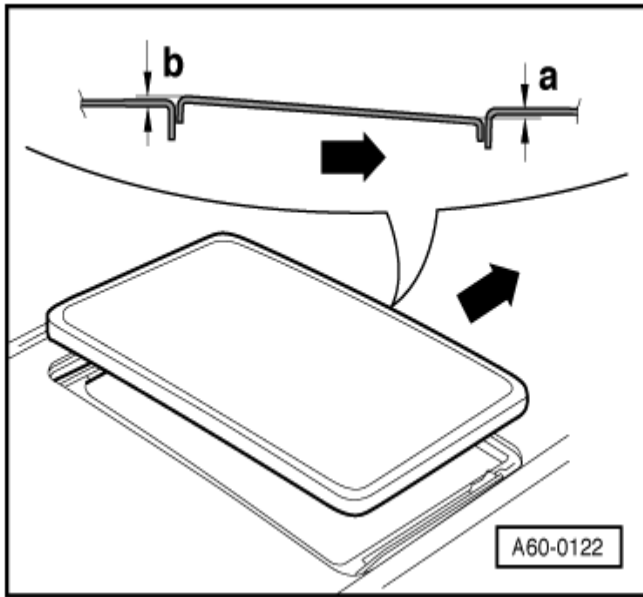


**TIP:**

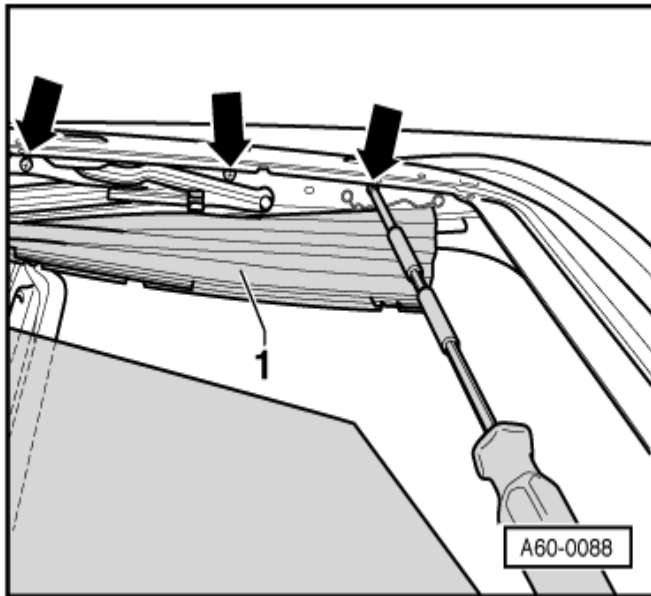
- Height adjustment test is performed in the sliding position, meaning the panel is slid open and not tilted open.
- To achieve the best possible exterior optical characteristics, make sure that the adjustments on left and right sides are performed as symmetrically as possible.
- Measuring points for this are the radial run outs on the panel.
- Sunroof panel must not be higher than roof at any point at front or lower than roof at any point at rear.

- Close the sunroof glass.
- Center the panel in opening by raising and lowering the panel in the opening.





- Position the front of the glass panel <Dimension A> to be 0 – 1 mm below roof.
- Position the rear of the glass panel <Dimension B> to be 0 – 1 mm above the roof.



- Tighten the Torx bolts to 4.5 Nm.
- ⇐ Reinstall the trim panels <1>.

**Repair Work Complete**

**Continue to Section D**

## **Section D - Parts Return/Disposal**

Properly destroy and dispose of removed parts in accordance with all state/local requirements once the parts are listed on the Parts Destruction and Core Disposition report, unless otherwise indicated and/or requested for return.

**ALL WORK IS COMPLETE**