

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 14V-516

**Subject: Safety Recall 47L8 – Vacuum Lines for Brake Booster
2013 Model Year Audi Q7 TDI**

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 certain 2013 model year Audi Q7 TDI vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

What is the issue? It is possible that a check valve can become contaminated with plastic debris which may allow small amounts of engine oil to enter the brake booster. Over time, the presence of oil could result in a rupture of the brake booster diaphragm. In the case of a rupture, power assist brake performance could be adversely affected and in extreme cases there could be a complete loss of power assist braking. An unexpected reduction or loss in power braking assist may increase the risk of a crash.

What will we do? To help identify/correct this defect, your authorized Audi dealer will install a new vacuum line and inspect for oil contamination in the vacuum line and brake booster. If oil contamination is present, additional components will be replaced. In most cases, this work will take up to two hours to complete; isolated cases where additional component replacement is needed make take up to four hours to complete. This recall repair 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.

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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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 (47L8)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

Checking your vehicle for open Recalls and Service Campaigns

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

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