



Audi

## Frequently Asked Questions (FAQ) Safety Recall 47L8

### SUMMARY

n **Campaign Code:** 47L8

n **Affected Vehicles:** 2013 model year Audi Q7 TDI

**Problem Description:** 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 and in isolated cases, the presence of oil could result in a rupture of the brake booster diaphragm. In the rare 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.

**Corrective Action:** Dealers 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.

### 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.***

### What is the customer notification plan?

- Customers with affected vehicles will be notified via first class mail on or before September 24, 2014.
- On August 27, 2014 the **USA** customer vehicles will be searchable on ELSA, AudiUSA.com's Recall / Service Campaign Lookup and the NHTSA safecar.gov Recall Search. However, repairs will not be able to be performed until September 3, 2014 when repair procedure and parts are available.

### Can the vehicle be driven until it is repaired?

Yes, if power assisted braking performance decreases, the braking system will still function but braking will be more difficult. If this occurs contact your nearest certified Audi dealership to have your vehicle serviced without delay.

### What is the parts allocation plan for this safety recall?

- Parts allocation will take place prior September 3, 2014.
- If additional parts are required for critical cases, please contact the Parts Specialists at 800-767-6552.

### Is a loaner vehicle being covered under this action?

No. A loaner vehicle is not being covered under this action.

### Is towing being covered under this action?

No. Towing is not covered under this action.

#### 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.

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

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

**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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