

Audi of America, Inc.



Date: July 20, 2015

To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager & Parts Manager

From: Audi Customer Protection

Subject: Upcoming Safety Recall 48M1 – Power Steering Assist Software
Certain 2014-2015 MY Audi SQ5 Vehicles

We would like to inform you of an upcoming Safety Recall. Please refer to the attached Campaign Data Sheet for additional information.

Audi of America, Inc.
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IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



Audi

CAMPAIGN DATA SHEET

CAMPAIGN TYPE		Safety Recall	
SAGA CODE		48M1	
MARKET(S)		United States and Canada	
AFFECTED VEHICLES		2014-2015 MY Audi SQ5	
TOPIC		Power Steering Assist Software	
PROBLEM DESCRIPTION		The affected vehicles have electric power steering assist systems that may shut down as a result of a steering motor sensor fault (which could only occur with very cold ambient temperatures). If the vehicle experiences a loss of power steering assist, extra steering effort will be required at lower speeds, increasing the risk of a vehicle crash.	
CORRECTIVE ACTION		Update the software in the power steering control module.	
PRECAUTIONS		If a customer sees a power steering indicator light come on in the instrument panel and the vehicle experiences a loss of power steering assist, they should immediately contact the nearest authorized dealer or qualified workshop in order to have the vehicle inspected. See the Owner's Manual for information on vehicle indicator lights.	
CUSTOMER NOTIFICATION DATE		On or about July 28, 2015	
ELSA VISIBILITY DATE		On or about July 21, 2015	
OMD Web/AIM VISIBILITY DATE		On or about July 21, 2015	
VEHICLE COUNT	TOTAL AFFECTED	USA: 5,625	CANADA: 1,398
	DEALER INVENTORY	USA: 46	CANADA: 26
	CPO INVENTORY	USA: 26	CANADA: 1
APPROXIMATE REPAIR TIME		Up to 40 TU	
PARTS REQUIRED		NONE – Software update only	
EXPIRATION DATE		NONE	
ADDITIONAL INFORMATION		<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p>	

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.