



**Audi**

## Frequently Asked Questions (FAQ) Voluntary Safety Recall 60C1

### SUMMARY

**Campaign Code:** 60C1

**Affected Vehicles:** 2015 MY Audi Q3

**Problem Description:** If the vehicle is turned off while the sunroof is closing, the sunroof may continue to move towards the close position instead of stopping. This is not in compliance with Federal regulations, and could result in personal injury if a vehicle occupant were in the way of the sunroof as it is closing.

**Corrective Action:** Update gateway coding for sunroof and sunshade control.

**FOR RECALLS ONLY:** 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 does the driver experience with this issue?

This issue could result in personal injury if a vehicle occupant were in the way of the sunroof as it is closing.

No accidents or injuries related to this issue have been reported.

### Can I continue to drive my vehicle until it is repaired?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay.

### Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay. Affected vehicles can continue to be driven as usual, but we advise against operating the sunroof until this repair has been completed.

### Is a loaner vehicle or towing assistance being covered under this action?

Due to the nature of this campaign, it is unlikely a customer will request a loaner vehicle or towing assistance. In the event this request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

### 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 safety and 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.

#### 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.

**How should customers seeking reimbursement for out-of-pocket expenses be addressed?**

Due to the nature of this campaign, it is unlikely a customer will request reimbursement. However, any customer with questions about reimbursement should be directed to Audi Customer Experience/Relations.

**What is the parts allocation plan for this action?**

This campaign is a software coding repair only – no parts are required and therefore no allocation will take place.

**FOR USA ONLY:**

**audiusa.com VIN Lookup Tool Visibility / NHTSA safecar.gov VIN Lookup Tool Visibility**

On or about **April 03, 2015**, the campaign code will appear for affected vehicles in both the [audiusa.com](http://audiusa.com) and the NHTSA [safecar.gov](http://safecar.gov) VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign, by visiting the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and entering the Vehicle Identification Number (VIN).

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