



Audi

Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 48M1

Affected Vehicles: Certain 2014-2015 MY Audi SQ5

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.

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.

What does the driver experience with this issue?

With this issue, it is possible for the electric power steering assist systems to 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.

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

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

FOR RECALLS: As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay. In the interim, if you see a power steering indicator light come on in the instrument panel and your vehicle experiences a loss of power steering assist, immediately contact the nearest authorized dealer or qualified workshop in order to have your vehicle inspected. See your Owner's Manual for information on vehicle indicator lights.

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.

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

In the event a loaner vehicle or towing 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 OMD Web/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.

How should customer requests for reimbursement be addressed?

Customers seeking reimbursement under this action should refer to the reimbursement instructions that were included with their notification letter for information on what is required in order to request reimbursement. Reimbursement will come directly from Audi, and is not something that a dealership would address. Customers can also contact Audi Customer Experience/Relations directly with any questions they may have regarding reimbursement.

What is the parts allocation plan for this action?

This campaign is a software update 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 **July 21, 2015**, the campaign code will appear for affected vehicles in both the audiusa.com and the NHTSA 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 and entering the Vehicle Identification Number (VIN).

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