

Safety Recall

Code: 60C1



Subject	Sunroof Coding
Release Date	April 03, 2015
Affected Vehicles	U.S.A. & CANADA: 2015 MY Audi Q3 <i>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.
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.
Parts Information	No parts are required – this repair involves software coding only.
Code Visibility	On or about April 03, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & AIM). A list will not be posted for dealers who do not have any affected vehicles. On or about April 03, 2015, this campaign code will show open on affected vehicles in Elsa. On or about April 03, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Owner notification will take place on or about April 07, 2015. Owner letter examples are included in this bulletin for your reference.
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions. 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.

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

Service Number	60C1 (Number zero, <u>not</u> letter O)
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	8U
	Check/Update gateway coding for sunroof and sunshade control. Labor operation: 9035 25 99 40 T.U.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 60C1 – Sunroof Software Coding
2015 Model Year Audi Q3**

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 2015 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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.

What will we do? To help correct this defect, your authorized Audi dealer will recode the sunroof software in your vehicle. This work will take about one hour to complete and 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.

Precautions you should take Affected vehicles can continue to be driven as usual, but we advise against operating the sunroof until this repair has been completed.

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.

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 (60C1)
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 Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 60C1 – Sunroof Software Coding
2015 Model Year Audi Q3**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? 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.

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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 Canada
Attn: Customer Relations (60C1)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-2834
www.audi.ca

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 Customer Protection

Required Tools



- Diagnostic tester

Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

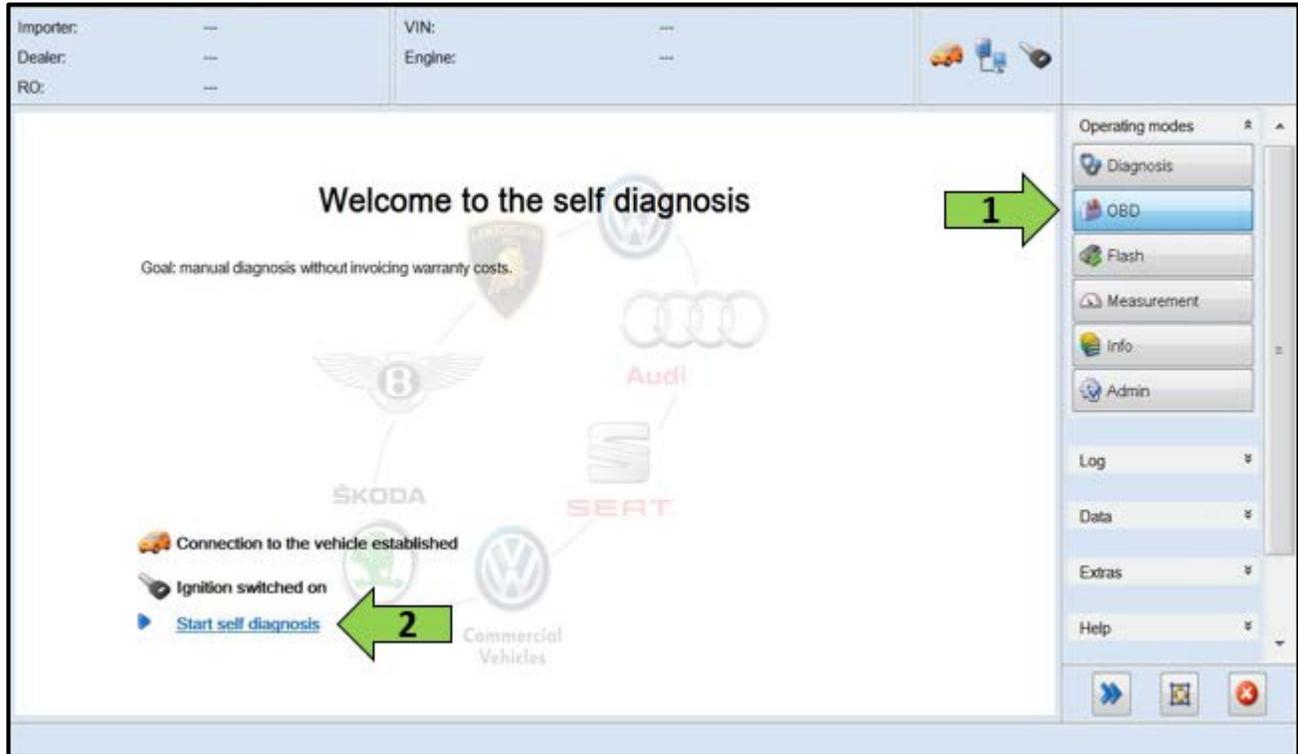
- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

TIP
 On the date of repair, print this screen and keep a copy with the repair order.

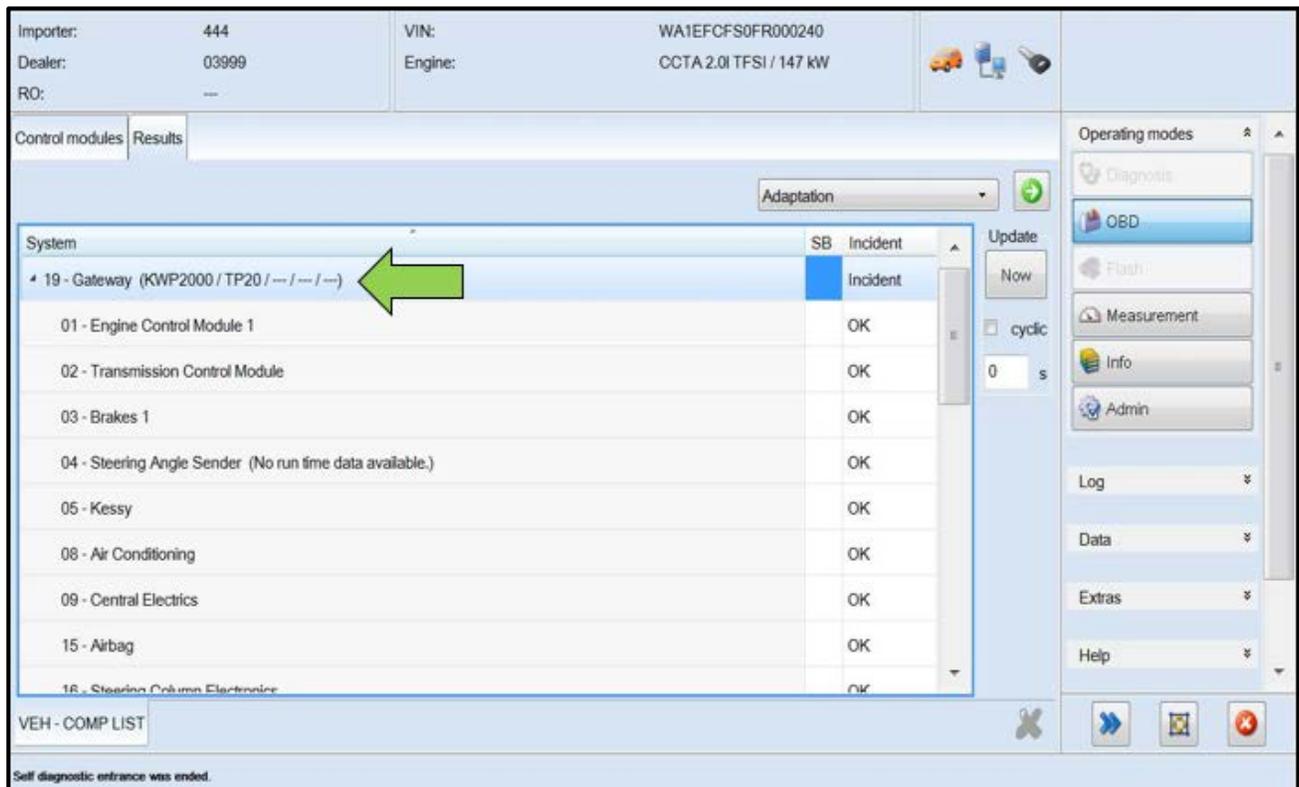
- ⇐ Ensure that the Status is “Open” <arrow 2>
- ⇐ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B

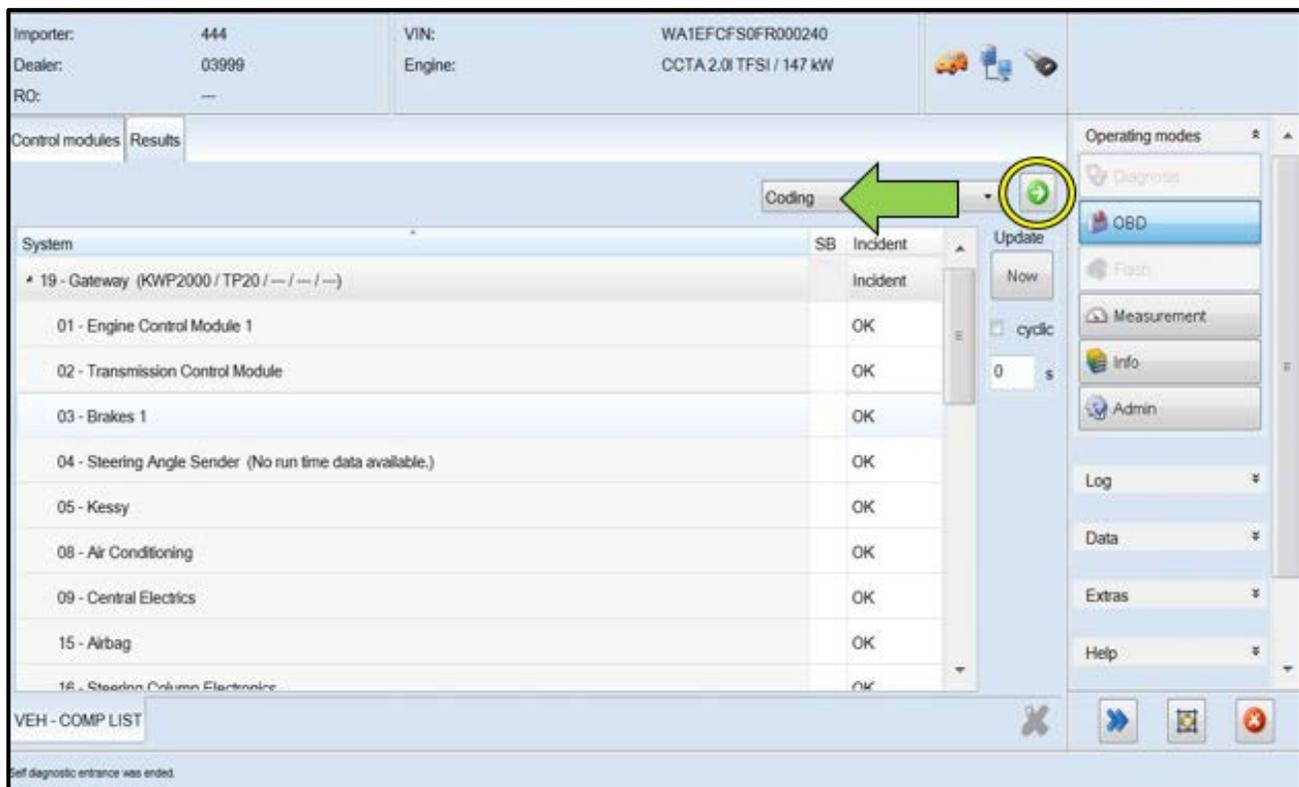
Section B – Check/Update Coding



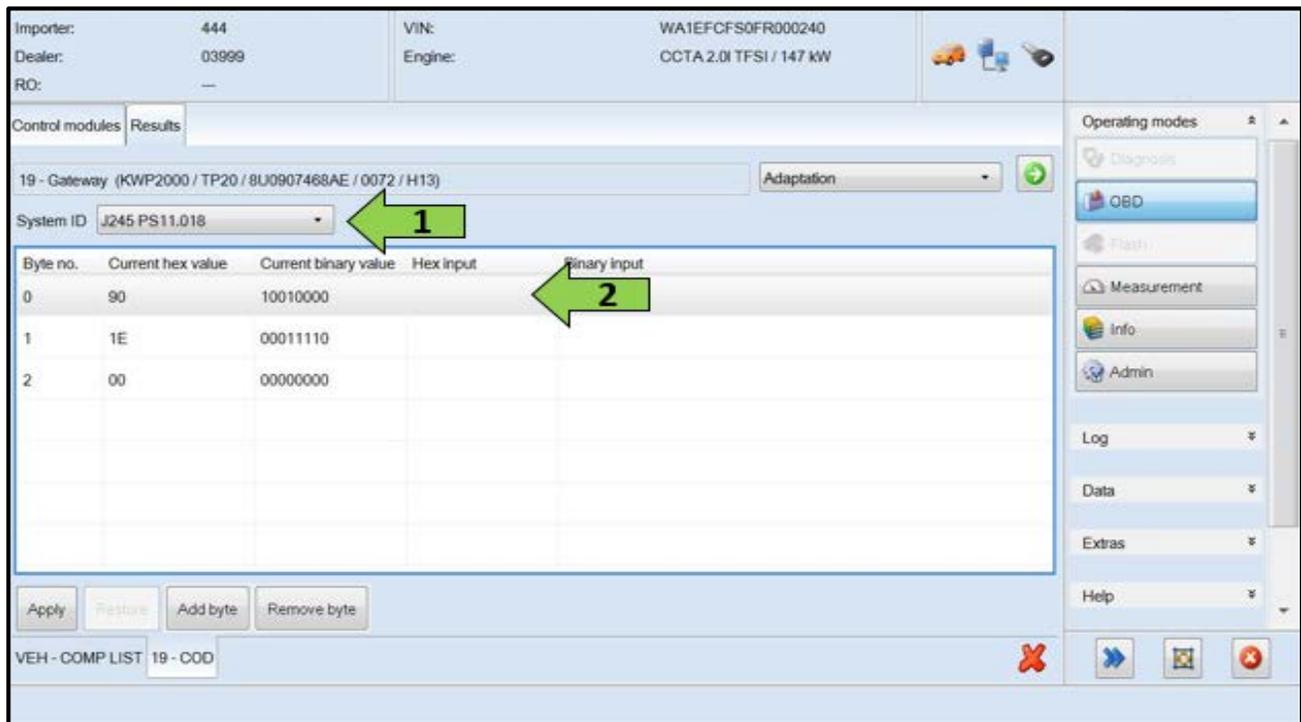
- Connect the diagnostic tester to the vehicle.
- Select “OBD” <arrow 1>.
- Select “Start self diagnosis” <arrow 2>.



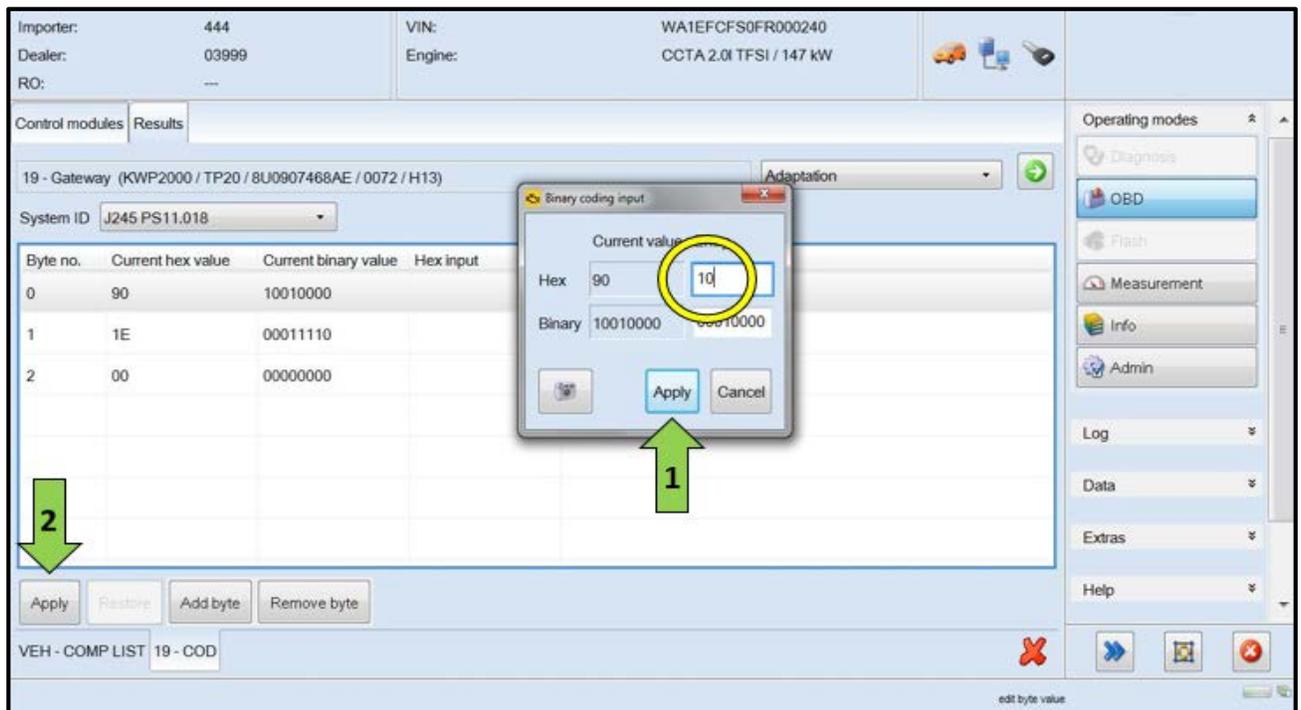
- Select “19 – Gateway (KWP2000 / TP20 / --- / --- / ---)” <arrow>.



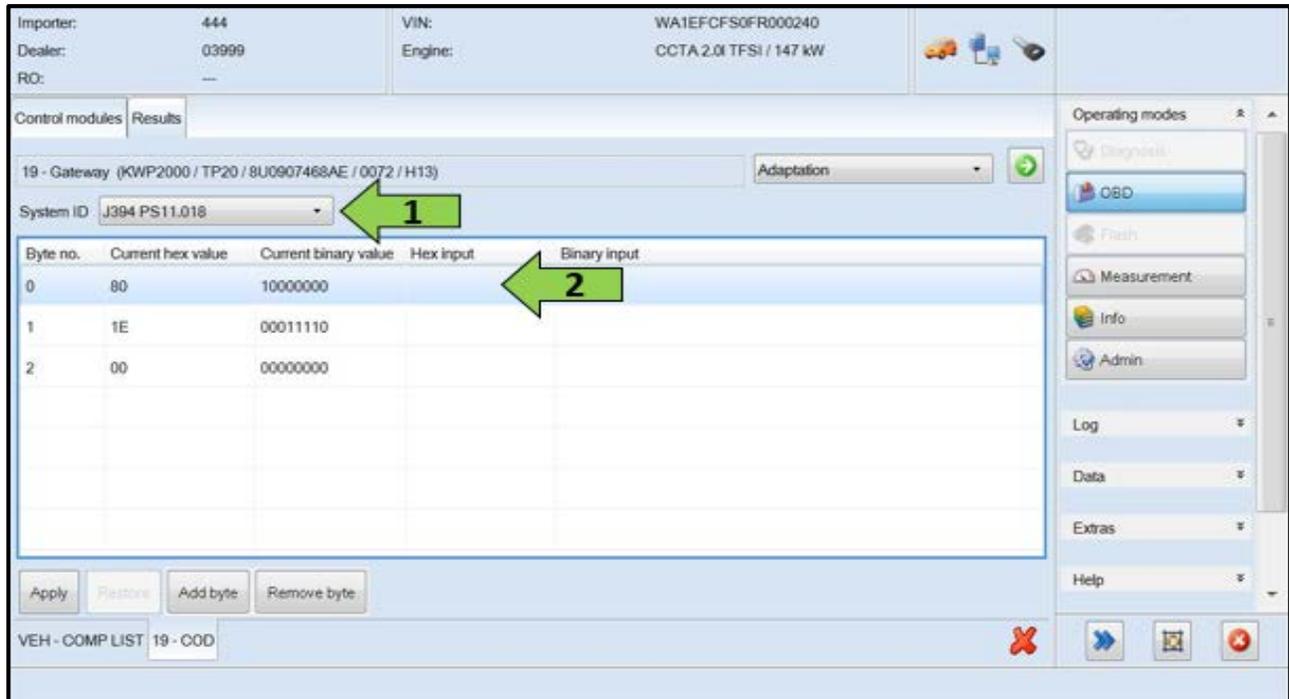
- Select “Coding” from drop down box <arrow>.
- Select forward arrow <circle> to proceed to the coding process.



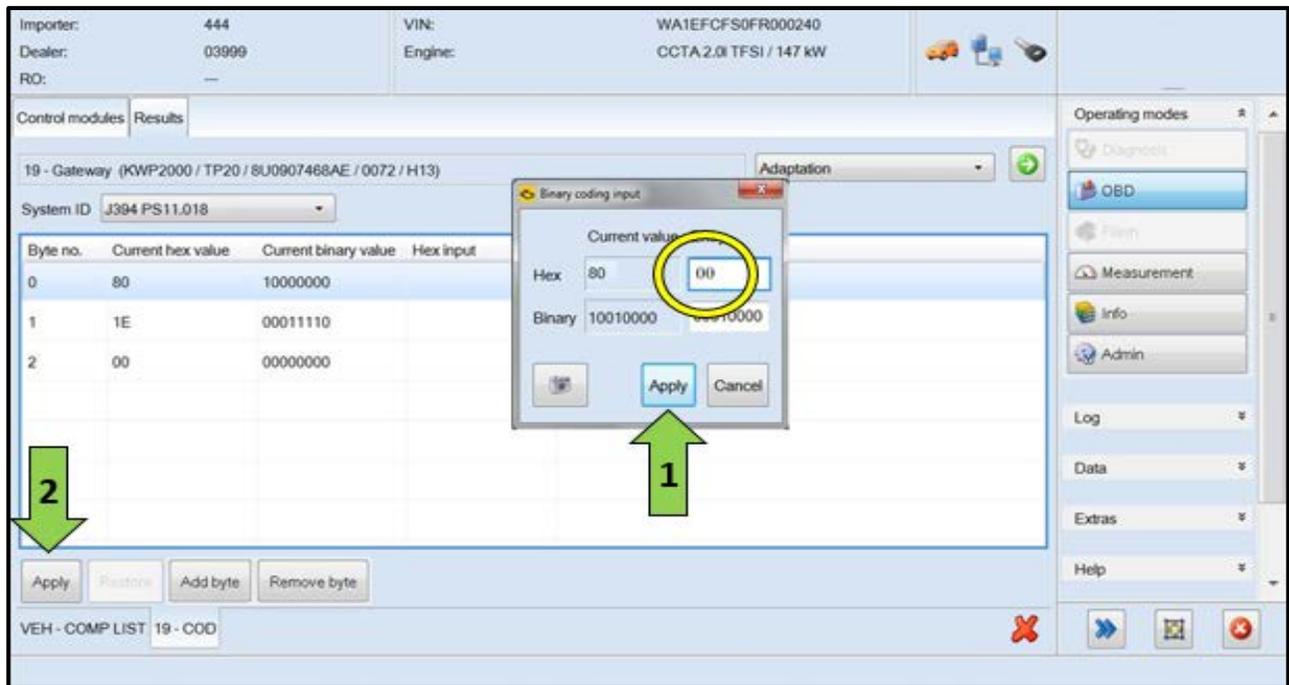
- Select “J245 PS11.018” from the System ID selection <arrow 1>.
- Select “Hex Input” where shown <arrow 2> to enter coding.



- Change Hex value to 10 <circle>.
- Select the Apply button to close the Binary coding input screen <arrow 1>.
- Select the Apply button to apply the coding to the control module <arrow 2>.
- When prompted, select “Yes” to perform the coding.
- When prompted, cycle the ignition OFF, then back ON.



- Select "J394 PS11.018" from the System ID selection <arrow 1>.
- Select "Hex Input" where shown <arrow 2> to enter coding.



- Change the displayed Hex value to 00 <circle>.
- Select "Apply" to close the Binary coding input screen <arrow 1>.
- Select "Apply" to apply the coding to the control module <arrow 2>.
- When prompted, select "Yes" to perform the coding.
- When prompted, cycle the ignition OFF, then back ON.

Verification of coding

- Close all doors
- Open sunroof and sun shade fully.
- Turn the ignition OFF.
- Close sunroof and sunshade.
- While the sunroof and sun shade are closing, open the driver door.
- Verify both the sunroof and the sun shade stop moving when the driver door is opened.

Proceed to Section C

Section C – Campaign Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

OR

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

ALL WORK IS COMPLETE