

# Safety Recall Code: 60C1

Subject	Sunroof Coding
Release Date	April 03, 2015
Affected Vehicles	U.S.A. & CANADA: 2015 MY Audi Q3
	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.
	<ul> <li>Campaign status must show "open."</li> <li>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.</li> </ul>
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.
<b>Corrective Action</b>	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 <u>www.accessaudi.com</u> & 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 <u>www.audiusa.com</u> and on the NHTSA VIN lookup tool at <u>www.safercar.gov</u> .
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.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2015 Audi of America, Inc. and Audi Canada. All Rights Reserved. April 2015

#### **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 <u>open on the day of repair</u> to the repair order.

If customer refused campaign work:

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

Service Number	60C1 (Number zero, not 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 9940 T.U.					

<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 <i>Recall/Service Campaign Lookup</i> tool at <u>www.audiusa.com</u> 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 <a href="http://www.safercar.gov">http://www.safercar.gov</a>.

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

<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,

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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**



**Work Procedure** 



**Proceed to Section B** 

Diagnostic tester

#### Section A – Check for Previous Repair

• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen

#### 

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

- Ensure that the Status is "Open" <arrow 2>
- Content Applicable Criteria ID Correct work to be done and corresponding parts associated



Importer:	-	VIN:					
Dealer:	<i>5</i> 5	Engine:	-	🧀 🚰 🔊			
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	Connection to the	vehicle established			Data	°.	
	b Ignition switched o	n 🖓 💓			Extras	8	
	Start self diagnosis	2 Commercial			Help	۲	÷
		Vehicles			3	a 👩	

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

Importer: Dealer: RO:	444 03999 	VIN: Engine:	WA1EFCFS0FR000240 CCTA 2.0I TFSI / 147 kW		÷.				
Control modules R	tesults					Operating modes			
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Contam			CD Incide		Update	() OBD			
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02 - Transmi	ission Control Module		ок		0 s	s Info			
03 - Brakes 1	1		ок			G Admin			
04 - Steering	J Angle Sender (No run time	: data available.)	ок						
05 - Kessy			ок			Log	, in the second s		
08 - Air Cond	ditioning		ок			Data	*		
09 - Central F	Electrics		ок			Extras			
15 - Airbag			ОК			Help			
1R . Steering	Column Electronice		OK	*			X		
VEH - COMP LIST					X	>>	0		
Self diagnostic entrance	e was ended.								

• Select "19 – Gateway (KWP2000 / TP20 / --- / --- )" <arrow>.

Importer: Dealer: RO:	444 03999 	VIN: Engine:	WA1EFCFS0FR000240 CCTA 2.0I TFSI / 147 kW	4	a 🛃	0			
Control modules Re	esults						Operating mode	ş A	4
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02 - Transmis	sion Control Module		OK	;	0	s	s 😭 Info		
03 - Brakes 1			OK	c			🚱 Admin		
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05 - Kessy			OK				Log		
08 - Air Cond	itioning		OK	6			Data	*	
09 - Central E	Jectrics	ок	¢			Extras *			
15 - Airbag			OK	ć.			Help		
16 . Steering	Onlumn Electronice		OK	e	*				7
VEH - COMP LIST						x	>	0	
Self diagnostic entrance was	ended.								

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

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Importer: Dealer: RO:	444 03999 	9	VIN: Engine:	WA1EFCFS0FR000240 CCTA 2.0I TFSI / 147 KW	an 🛃 🏷		
Control mod	ules Results				1	Operating modes	
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19 - Gatewa	ly (KWP200071P20	1800907468AE / 0072	/H13)	Anabrason		DED	
System ID	J245 PS11.018	. ~	1			(Cation)	
Byte no.	Current hex value	Current binary value 10010000	Hexinput	pinary input		Measurement	
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VEH - COM	PLIST 19-COD				×	* 2	0

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

Importer: Dealer: RO:	444 03999 		VIN: Engine:		WA1EFCFS0FR000240 CCTA 2.0I TFSI / 147 kW	a 🛃 🗞			
Control mod 19 - Gatew System ID Byte no. 0 1 2	tules Results (KWP2000 / TP20 / J245 PS11.018 Current hex value 90 1E 00	8U0907468AE / 0072 Current binary value 10010000 00011110 00000000	/H13) Hex input	Se Einary coding input Current Hex 90 Binary 1001000	Adaptation		Operating modes	*	E
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- 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.

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Importer: Dealer: RO:	444 03999		VIN: Engine:	WA1EFCFS0FR000240 CCTA 2.0 TFSI / 147 kW	an 🛃 🏷		
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						Data	¥
						Extras	*
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VEH - COM	IP LIST 19 - COD				×	>	0

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

Importer: Dealer: RO:	444 03999		VIN: Engine:	WA1EFCFS0FR CCTA2.0ITFSI	000240 / 147 kW				
Control mod	dules Results					0	perating mo	des	
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VEH - COM	MP LIST 19 - COD					*	*		3

- 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.

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#### 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:						

- 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

Item#: AUD4927ENG

ALL WORK IS COMPLETE