

# Safety Recall

## Code: 48M1



<b>Subject</b>	<b>Power Steering Assist Software</b>
<b>Release Date</b>	July 21, 2015
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: 2014-2015 MY Audi SQ5</b> <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 &amp; verification source.</i> <ul style="list-style-type: none"><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>
<b>Problem Description</b>	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.
<b>Corrective Action</b>	Update power steering control module software.
<b>Precautions</b>	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.
<b>Parts Information</b>	Repair is a software update only; no parts required.
<b>Code Visibility</b>	On or about July 21, 2015, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web/AIM). A list will not be posted for dealers who do not have any affected vehicles.  On or about July 21, 2015, this campaign code will show open on affected vehicles in Elsa.  On or about July 21, 2015, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .
<b>Owner Notification</b>	Owner notification will take place on or about July 28, 2015. Owner letter examples are included in this bulletin for your reference.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>  <b><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.</b>  <b><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.</b>  Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u> .

### 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.

<b>Service Number</b>	48M1
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action
<b>Criteria I.D.</b>	8R
	Connect battery charger Repair operation: 2706 89 50 10 T.U. <b>--AND--</b> Update power steering control module software via SVM Repair operation: 4835 25 99 Time stated on diagnostic protocol (max 30 TU)

## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

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

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2015 model year Audi SQ5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** 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

**What will we do?** To help correct this defect, your authorized Audi dealer will update the software in the power steering control module. This work will take about an 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** 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.

**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.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**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 (48M1)  
3800 Hamlin Road, Auburn Hills, MI 48326  
1-800-253-2834  
[www.audiusa.com](http://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](http://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)

This notice applies to your vehicle: <VIN>

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

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 2014-2015 model year Audi SQ5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** 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

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**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**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 (48M1)  
PO Box 842, Stn. A  
Windsor, ON N9A 6P2  
1-800-822-2834  
[www.audi.ca](http://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

### ATTENTION!

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

### Required Tools:



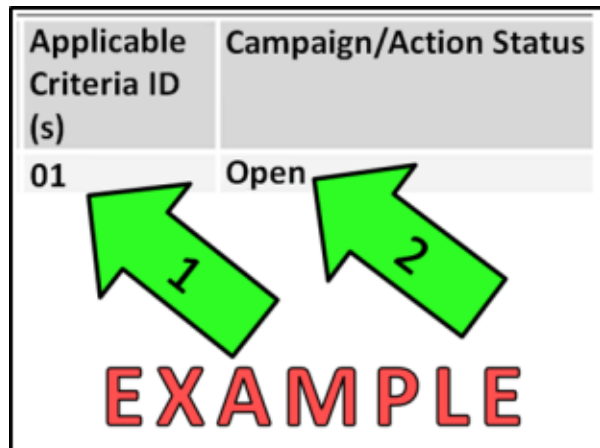
- VAS 6160 (or equivalent)



- Battery charger with charging current of at least 30A.

## 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 – SVM Update Instructions



### NOTE

If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

### WARNING

The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update. <See pictures>

**No additional labor time or consequential damage will be covered for logs showing communication protocol with Bluetooth.**

- Open the hood.
- Attach an appropriate battery charger to the vehicle battery.
- Attach the scan tool to the vehicle.
- From the home screen of the scan tool select Flash.
- Follow the on-screen prompts.
- Select "SVM code input".
- Enter SVM code **48M1A416**.
- Follow the on-screen prompts.
- Close the hood.

**Proceed to Section C - Campaign Stamp**

### Section C - Campaign Stamp Installation

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**