



Date: September 26, 2016
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,
General Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Safety Recall 48M5 – Steering Rack (USA ONLY)
Certain 2017 MY Audi Q7 Vehicles

We would like to inform you of an upcoming Safety Recall. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



Audi

CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	48M5
MARKET(S)	United States
AFFECTED VEHICLES	Certain 2017 MY Audi Q7
TOPIC	Steering Rack
PROBLEM DESCRIPTION	Silicone gel used to protect a circuit board within the steering rack control unit does not harden according to factory specifications. Because of this, the circuit board is not protected against particles that may enter the area, and can lead to a short circuit and loss of power steering assist. If a 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	Replace the steering rack.
PRECAUTIONS	If a power steering indicator light or message appears in the instrument panel, and if the vehicle experiences a loss of power steering assist, immediately contact an authorized Audi dealer to have the vehicle inspected. Refer to the owner's manual for information on vehicle indicator lights and messages.
CUSTOMER NOTIFICATION DATE	September 2016
ELSA/OMD Web VISIBILITY DATE	On or about September 27, 2016
TOTAL AFFECTED VEHICLE COUNT	USA: 8 CANADA: 0
APPROXIMATE REPAIR TIME	Up to 280 TU
SPECIAL TOOLS NEEDED?	SEE CAMPAIGN WORK PROCEDURE
PARTS REQUIRED	Because there are only eight (8) vehicles in the United States affected by this recall, there will be no parts allocation. See the campaign circular for parts ordering information.
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>