

# Safety Recall

## Code: 60C3



Audi

**REVISION**

<b>Subject</b>	<b>Sunroof Glass Adhesive</b>
<b>Release Date</b>	January 18, 2018
<b>Revision Summary</b>	<b>Updated primer part number and increased primer drying/flash off time.</b>
<b>Affected Vehicles</b>	<b>U.S.A.: 2007-2009 MY Audi A8/S8</b> <b>CANADA: 2008-2009 MY Audi A8/S8</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>	On certain vehicles, the glass panel of the sunroof may not have been properly bonded to the sunroof frame. This could allow the glass panel to separate from the vehicle while driving, creating a road hazard which could increase the risk of a crash causing injury and/or damage to property.
<b>Corrective Action</b>	Dealers will apply additional adhesive between the sunroof frame and glass panel.
<b>Parts Information</b>	Due to the small number of affected vehicles, parts will not be allocated for this campaign.
<b>Code Visibility</b>	On or about August 4, 2016, affected vehicles were 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). A list was not posted for dealers who did not have any affected vehicles.  On or about August 4, 2016, this campaign code showed open on affected vehicles in Elsa.  On or about August 4, 2016, affected vehicles were 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 took place in August 2016. 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</u> delivery to consumers.

### 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>	60C3															
<b>Damage Code</b>	0099															
<b>Parts Vendor Code</b>	002															
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90															
<b>Causal Indicator</b>	Mark 1K Window Adhesive as causal part*															
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action															
<b>Criteria I.D.</b>	4E															
	Remove sunroof glass and apply required adhesive.  Labor operation:      6041 41 99                              100 T.U.															
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>DH009100A2</td><td>1K Window Adhesive*</td></tr><tr><td>1.00</td><td>443853955</td><td>Cartridge nozzle</td></tr><tr><td>1.00</td><td>D 181220A1</td><td>Primer</td></tr><tr><td>1.00</td><td>D 00950025</td><td>Applicator</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	DH009100A2	1K Window Adhesive*	1.00	443853955	Cartridge nozzle	1.00	D 181220A1	Primer	1.00	D 00950025	Applicator
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## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 16V415

**Subject: Safety Recall 60C3 – Sunroof Glass Adhesive  
Certain 2007-2009 Model Year Audi A8/S8**

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 2007-2009 model year Audi A8/S8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** On certain vehicles, the glass panel of the sunroof may not have been properly bonded to the sunroof frame. This could allow the glass panel to separate from the vehicle while driving, creating a road hazard which could increase the risk of a crash causing injury and/or damage to property.
- What will we do?** To help correct this defect, your authorized Audi dealer will apply additional adhesive between the sunroof frame and glass panel. This work will take four hours 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. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- 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 contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [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).

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 60C3 – Sunroof Glass Adhesive  
Certain 2008-2009 Model Year Audi A8/S8**

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 2008-2009 model year Audi A8/S8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** On certain vehicles, the glass panel of the sunroof may not have been properly bonded to the sunroof frame. This could allow the glass panel to separate from the vehicle while driving, creating a road hazard which could increase the risk of a crash causing injury and/or damage to property.

**What will we do?** To help correct this defect, your authorized Audi dealer will apply additional adhesive between the sunroof frame and glass panel. This work will take four hours 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.

**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 contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [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

**NOTE**

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 Parts**

Quantity	Part Number	Description
1.00	DH0 091 00 A2	1K Window Adhesive
1.00	443 853 955	Cartridge nozzle
1.00	D 181 220 A1	Primer
1.00	D 009 500 25	Applicator
1.00	D 009 401 04	Cleaner (Shop Supply)

**Required Tools**



- Cartridge gun <VAG1628>



- Torque wrench <VAG1783> or equivalent

## Repair Instruction

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

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

#### **i** TIP

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

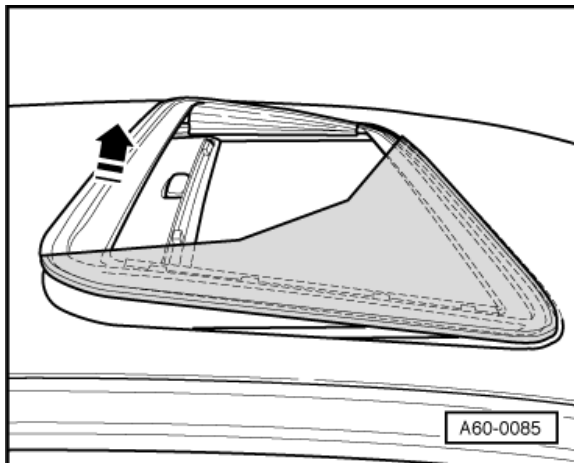
- Confirm the Campaign/Action status <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

#### Proceed to Section B

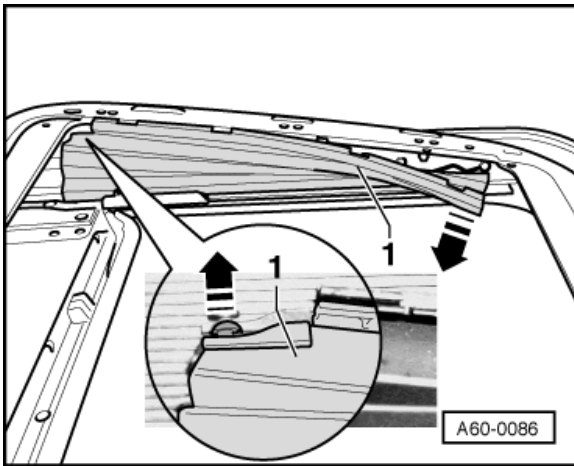
### Section B – Repair

#### **⚠** WARNING

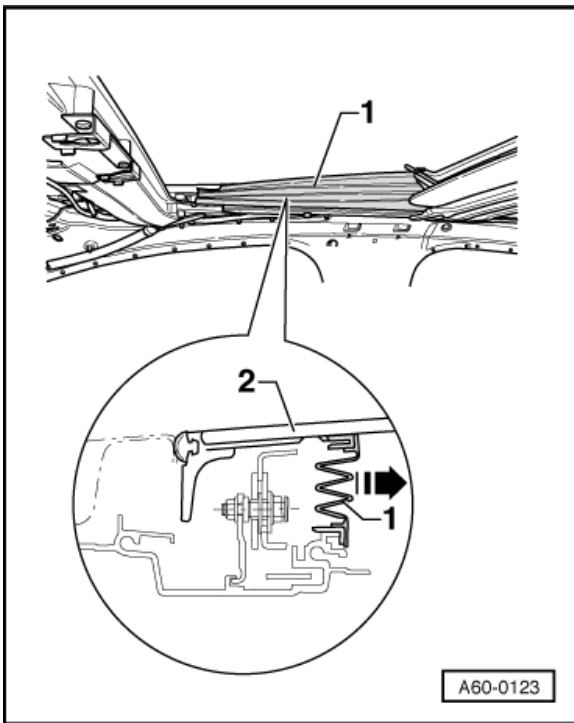
With the sunroof panel removed, the sunroof must not be driven electrically. If sunroof is driven toward the front and locks there, the drive motor reverses and drives completely toward the rear and under the roof. This may cause irreparable damage to the mechanism. This will not be covered under this action.



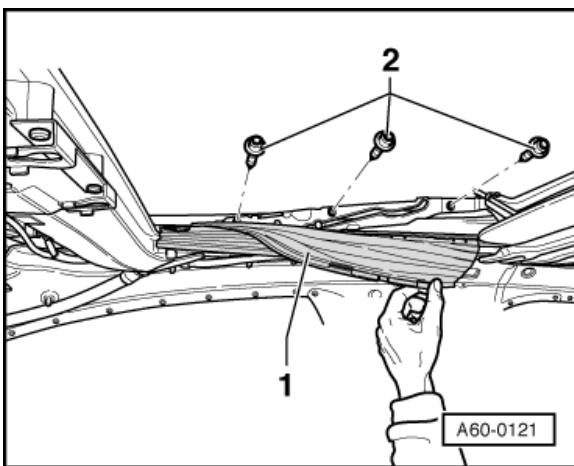
- Tilt open sunroof in direction of <arrow> as shown.



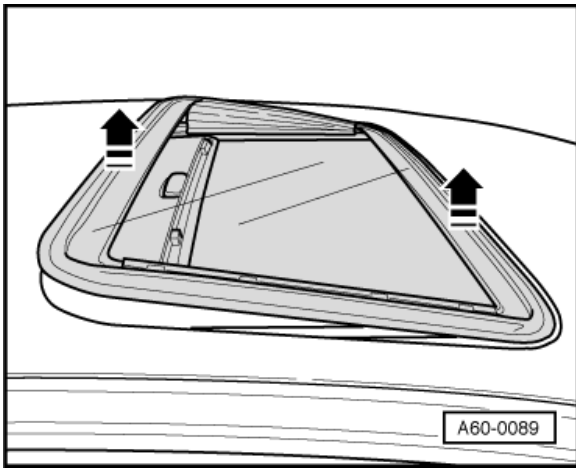
- Pull off trim <1> from sunroof panel in direction of arrow, starting at the front and working toward the rear.
- Slide locking pin toward rear out of panel lock.
- Remove trim <1> downward.



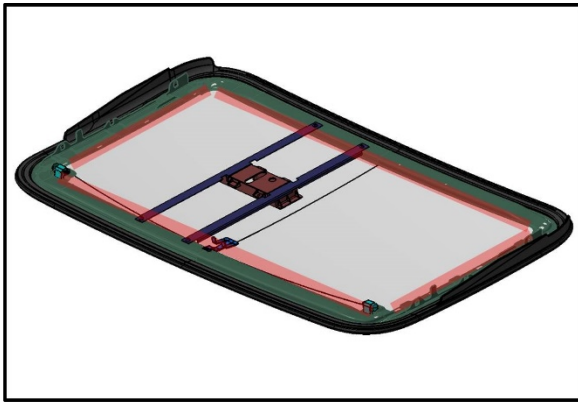
- Pull off trim <1> from sunroof panel <2> completely toward the vehicle interior and fold it downward and away.



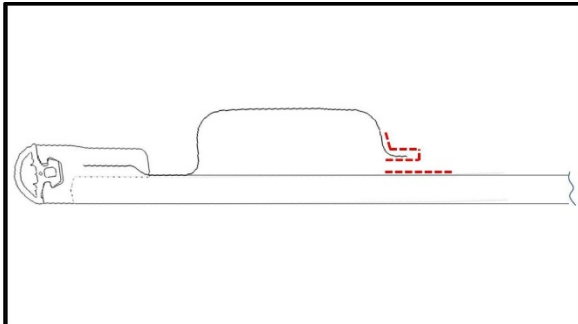
- Remove Torx bolts <2> with a T25 Torx bit at front and rear.
- Only loosen center bolt.



- Pull sunroof panel upward and remove.



- Place glass panel on an appropriate surface to ensure glass is not scratched or damaged.
- Using cleaner, D 00940104, clean perimeter of glass and glass frame <red outline>.

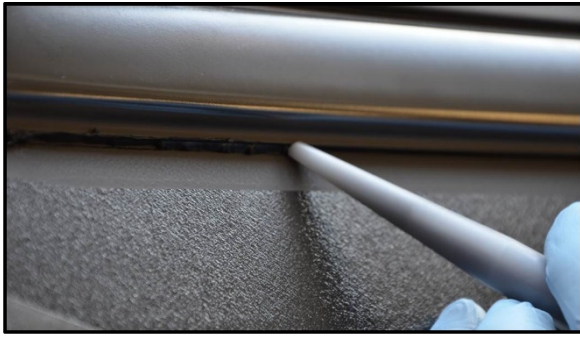


- Apply primer, D 181220A1, using applicator, D 00950025 to the area outlined in <red> to the perimeter of the glass and glass frame.

**⚠ CAUTION**

Allow 30 minutes of drying time for the primer to flash off.



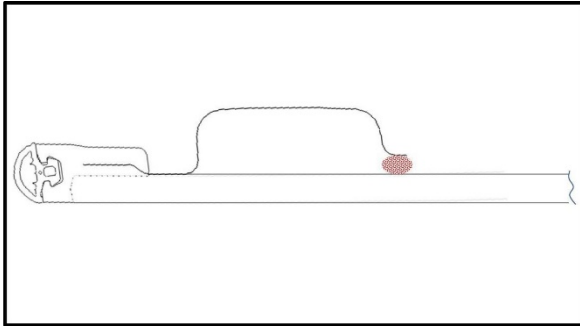


#### Apply First Bead of Adhesive

- Pierce seal on cartridge.
- Install nozzle to cartridge; do not trim nozzle.
- Apply a bead of 1K window adhesive, DH009100A2, between the glass frame and glass <red area> around sunroof glass panel perimeter.

#### **i** TIP

See cartridge collar for expiration date of the adhesive.

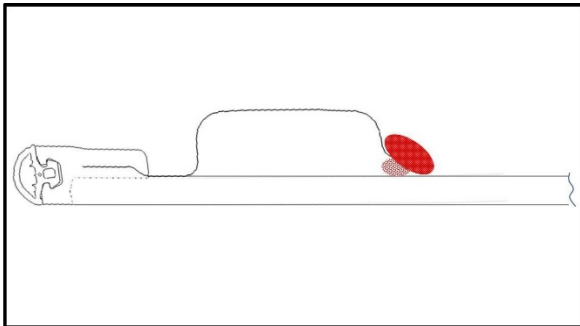


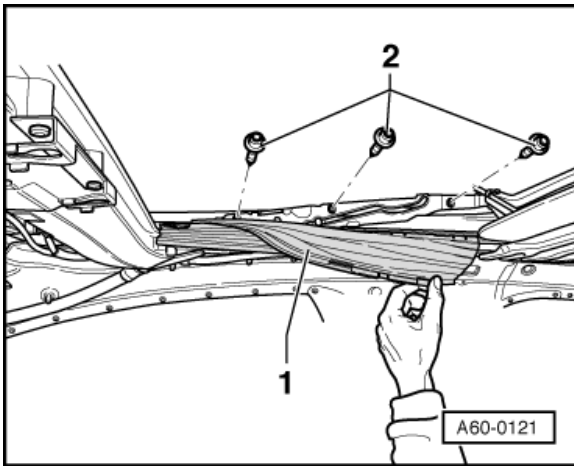
#### Apply Second Bead of Adhesive

- Cut a larger opening in the cartridge nozzle.
- Apply wide bead of adhesive to the glass frame and glass <red area>.

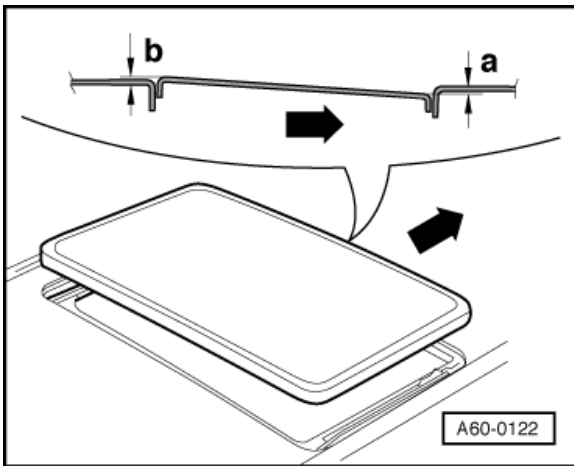
#### **!** CAUTION

Allow 3 hours for the adhesive to cure prior to reinstalling glass assembly to the vehicle.

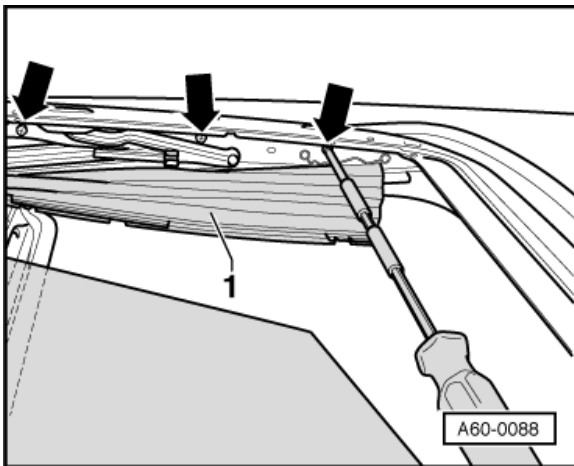




- After adhesive has cured for 3 hours place the glass assembly in the opening.
- Tighten the screws <2> just enough to allow the glass panel to be adjusted.



- Center the glass panel within the opening.
- Position the panel at the front and rear as shown <a and b>.
  - Dimension a (leading edge/front): 0 - 1 mm
  - Dimension b (trailing edge/back): 0 + 1 mm



- Torque bolts to 4.5 Nm.

- Reinstall side trim panels.
- Operate sunroof open and close to ensure proper operation and position within opening.

**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**