

**IMPORTANT SAFETY RECALL**

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 17V622

**IMPORTANT!**

**Information about Safety Recall 80C5 – Auxiliary Heater**

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 2013-2016 model year Audi A4 sedan, allroad, Audi Q5, A5 Coupe, and A5 Cabriolet vehicles. Our records show that you are the owner of a vehicle affected by this action.

**THIS RECALL REPAIR IS NOT YET AVAILABLE.**

**We will send another letter as soon as the recall work can be completed on your vehicle.**

Audi of America, Inc.  
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[www.audiusa.com](http://www.audiusa.com)

**Recall Description:** The electrical connector of the auxiliary heater is susceptible to contact corrosion, which may cause the auxiliary heater to fail and/or cause the wires to overheat and melt. Melting wires may lead to an open circuit, but can also lead to overheating which can result in a fire.

**Precautions You Should Take:** Owners are advised to immediately use the Multi Media Interface (MMI) in the vehicle to turn off the supplemental heater (auxiliary heater). Instructions on how to do this are included with this letter. If you would prefer to have your authorized Audi dealer do this for you, please schedule an appointment. Disabling the auxiliary heater using the MMI should take just a few minutes and will be done free of charge.

If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

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.

Sincerely,

Audi Customer Protection

*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.*

## IMPORTANT SAFETY RECALL



### Audi Safety Recall 80C5 - How to Turn Off the Supplemental Heater (Auxiliary Heater)

#### IMPORTANT!

- Because vehicle settings are key-specific, the steps to turn off the supplemental heater (auxiliary heater) must be completed for ALL keys assigned to your vehicle.
- Performing a “factory reset” may turn the auxiliary heater feature back on.
- Please keep this with your owner’s manual for future reference.

#### Vehicles with Navigation

- From the MMI Control Panel, press the “CAR” button **OR** press the “Menu” button and rotate the control knob and select “Car” by depressing the control knob.
  - Note: The steps to reach this screen may vary depending on the vehicle.
- From the MMI Control Panel, select “Car systems” by pressing the lower left selection button on the console.
- Rotate the control knob and select “A/C” by depressing the control knob.
- Rotate the control knob and select “Suppl. Heater” by depressing the control knob.
- A dropdown menu will appear. Rotate the control knob and select “Off” by depressing the control knob.
- The auxiliary heater is now OFF and should stay off after the next key cycle.
- Repeat for each additional key assigned to the vehicle.

#### Vehicles without Navigation (Concert Series Radio Systems)

- From the MMI Control Panel, press the “CAR” button.
- Select “A/C” by pressing the lower right selection button on the MMI Control Panel.
- Rotate the control knob and select “Suppl. Heater” by depressing the control knob.
  - Note: Depending on the Climate Control system, the only selection available could be just the “Suppl. Heater”.
- A dropdown menu will appear. Rotate the control knob and select “Off” by depressing the control knob.
- The auxiliary heater is now OFF and should stay off after the next key cycle.
- Repeat for each additional key assigned to the vehicle.