

Safety Recall

Code: 47N6



Subject	Gas Bubbles in Rear Brake System
Release Date	June 19, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 Model Year Audi Q5 and SQ5 <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 & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ 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.
Problem Description	Due to a supplier production issue, the brake caliper piston coating was not applied according to manufacturing specifications. This can allow gas bubbles to form in the brake system, reducing vehicle brake performance and increasing the risk of a crash.
Corrective Action	Bleed the rear brake system.
Precautions	Owners are advised to contact their Audi dealer immediately if they have any concerns about the vehicle's braking system.
Code Visibility	On or about June 19, 2018, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about June 19, 2018, this campaign code will show open on affected vehicles in Elsa. On or about June 19, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov .
Owner Notification	Audi Customer Relations began making outbound calls to affected owners in June 2018. Additionally, owner notification via first-class mail will take place in June 2018. 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. IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS <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. <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. 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: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	47N6						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark labor as causal						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	FY						
	Bleed Rear Brake System Labor operation: 4701 07 99 30 T.U.						
	<table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>0.50</td><td>B 000750M3</td><td>Brake Fluid (one bottle = 1.0 liter)</td></tr></tbody></table>	Quantity	Part Number	Description	0.50	B 000750M3	Brake Fluid (one bottle = 1.0 liter)
Quantity	Part Number	Description					
0.50	B 000750M3	Brake Fluid (one bottle = 1.0 liter)					

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V369

**Subject: Safety Recall 47N6 – Gas Bubbles in Rear Brake System
Certain 2018 Model Year Audi Q5 & SQ5**

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 2018 model year Audi Q5 & SQ5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a supplier production issue, the brake caliper piston coating was not applied according to manufacturing specifications. This can allow gas bubbles to form in the brake system, reducing vehicle brake performance and increasing the risk of a crash.
- What will we do?** To correct this defect, your authorized Audi dealer will bleed the rear brakes. 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. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- Precautions you should take** Contact your authorized Audi dealer immediately if you have any concerns about the vehicle's braking system.
- 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 contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at 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 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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 47N6 – Gas Bubbles in Rear Brake System
Certain 2018 Model Year Audi Q5 & SQ5**

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 2018 model year Audi Q5 & SQ5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a supplier production issue, the brake caliper piston coating was not applied according to manufacturing specifications. This can allow hydrogen gas bubbles to form in the brake system, reducing vehicle brake performance and increasing the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will bleed the rear brakes. 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.

Precautions you should take Contact your authorized Audi dealer immediately if you have any concerns about the vehicle's braking system.

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 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.

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

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



<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
FY	Up to 500 ml	B 000.750.M7	Brake Fluid (30 liter drum)

IMPORTANT PARTS INFORMATION

Brake Fluid Ordering Information

- When ordering brake fluid, please order only the 30 liter drum, part number B 000750M7.
- For claiming purposes, for every 0.5 liter of brake fluid used, 0.50 units of B 000750M3 should be entered onto the SAGA claim.

Required Tools

 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>	 <p>Brake Filling and Bleeding Equipment -VAS6860- (or equivalent)</p>
 <p>Brake Bleeding Tool Set -VAS6564- (or equivalent)</p>	

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

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

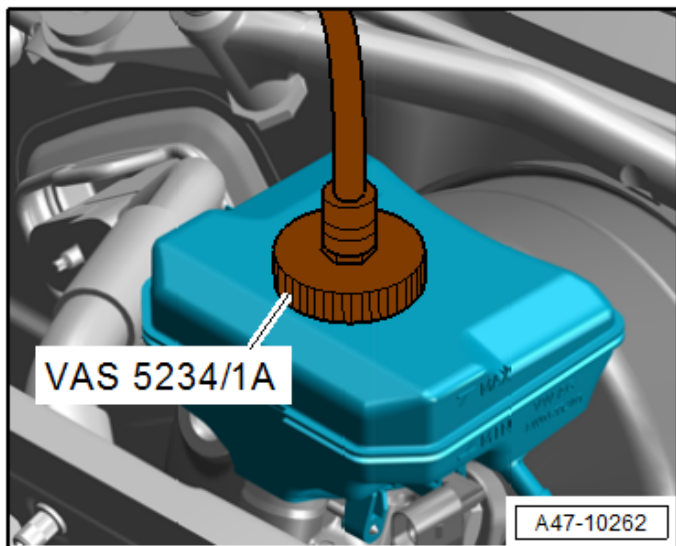
TIP

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

- Confirm the Campaign/Action is open <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

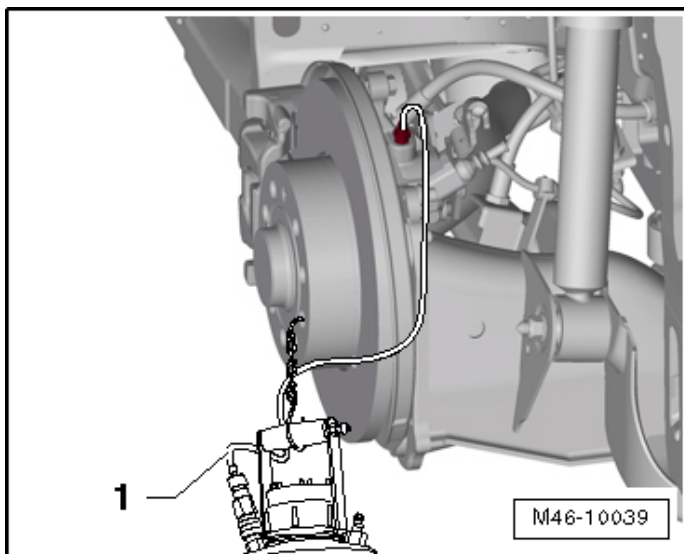
Section B – Brake Fluid Bleeding



⚠ WARNING

- Only use new brake fluid conforming to VW standard (VW 501 14).
- Brake fluid is poisonous. Due to its caustic nature, it must also never come in contact with paint.
- Brake fluid is hygroscopic, meaning that it absorbs moisture from the surrounding air, and must therefore be stored in air-tight containers.
- Rinse any spilled brake fluid with plenty of water.

- Remove the cap from the brake fluid reservoir.
- Use the hose from the -VAS6860- to extract as much brake fluid as possible.
- Attach the adapter to the brake fluid reservoir.
- Connect the hose on the -VAS6860- to the adapter.
- Set bleeding pressure on the -VAS6860- to 2 bar.
- Remove the protective cap from each breather valve.
- Bleed each rear caliper in the sequence below (left, then right) until no air bubbles are present and the amount of fluid listed flows out.



Seq.	Caliper Position	Amount of fluid to be removed
1	Left Rear	250 ml
2	Right Rear	250 ml

- Use a suitable bleeder hose. It must fit tightly on the breather valve so that no air can get into the brake system.
- After each caliper is bled, torque the bleeder valve to 10 Nm and install protective cap.

Proceed to Section C.

Section C – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-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

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.