
From: Audi Communications
Sent: Friday, July 12, 2019 6:30 AM

Subject: Dealer Communication: Safety Recall 4709 Mobile Inspection



Dealer Communication

To: GM, Service
From: Audi Quality Technical Service

Safety Recall 4709 Mobile Inspection

Timing:

July 8, 2019 – December 31, 2019

Overview:

As you know, Safety recall 4709 requires a 30 minute visual inspection to assess the length of the brake master cylinder casting on certain MY 18/19 Q5/ SQ5 vehicles. Due to the nature of the recall, we ask dealers to equip your certified Audi Technicians with the necessary tools to perform this service outside of the dealership, at the customer's convenience, to drive customer satisfaction. Dealers will coordinate customer scheduling and locations, and inspect offsite. The expected replacement rate for the brake master cylinder is estimated to be very low (less than 1%). Audi expects to find only five (5) vehicles worldwide in the whole affected volume that will require a replacement part. Due to the small number of affected vehicles, we ask that all customers have the ability to schedule the inspection as a mobile service to accommodate customer schedules and provide a convenient option. Reimbursement for the mobile service is an additional 100 time units for each completed offsite inspection. Customer verification and a photo of the brake master cylinder is required to receive the additional reimbursement. Payment will be on the same RO and claimed through the warranty system.

Dealers:

Dealers with corresponding MY 18/19 Q5 and SQ5 in VIO

Additional Requirements:

- WiFi Hotspot
- Picture of brake master cylinder casting (approved or denied)
- Method to capture customer signature on repair order
 - Pre-printed hard copy
 - Tablet/DMS solution
- All tools as described in MY18/19 Q5 and SQ5 Safety recall bulletins

Warranty Reimbursement:

Dealers will be reimbursed through the warranty system (SAGA) for 100 TU in addition to the payment for the recall completion. Each Repair Order will require:

1. Unique line(s) be added for the offsite portion of the claim and the line must include the following:
 - Clearly identify this is a remote repair being completed at the customer's desired location
 - Include the address of where the recall completion took place
 - Additional customer signature verification of offsite completion
2. The offsite payment will be coded and claimed as follows:
 - Claim type: 1SP
 - Service number: 4715
 - Labor operation: 47159999
 - Time Units: 100

All Warranty policies and procedures remain in place, such as customer signature is required on the repair order, either hard copy or via DMS tablet solution.

Compliance:

Dealers must ensure they comply with all state and local regulations as prescribed by their own legal counsel.

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