

# Safety Recall

## Code: 64H4



**Subject** Rear Window

**Release Date** October 04, 2022

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	Q3	4

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 only valid campaign inquiry & verification source.

- ✓ 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** A window manufacturing error may allow the rear window to crack or break. A broken rear window may result in loose pieces of glass and increase the risk of injury.

**Corrective Action** Check the manufacturing date of the vehicle's rear window and replace it if necessary.

**Code Visibility** On or about October 04, 2022, the campaign code will be applied to affected vehicles.

**Owner Notification** Owner notification will take place in October 2022. An owner letter examples is 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**

**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.

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

## Parts Information

**Parts Control Type:**  
**Free Order** Parts will be managed by Free Order

**Initial Allocation:**  
**NO** Due to the small number of affected vehicles there will be no parts allocation.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method	
02	1	83A-845-501-A NVB	REARWINDOW	Free Order	
	1	83A-854-871 5FQ	SPOILER		
	1	83A-854-872 5FQ	SPOILER		
	4	WHT-002-258	NUT		
	<i>Add items below only if rear glass is replaced by the dealership</i>				
	1	D -181-220-A1	PRIMER	Free Order	
	1	D -004-660-M2	2K GLUE		
	1	D -009-500-25	APPLICATOR		
1	357-853-999-B	CORD			

### NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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.

<b>Service Number</b>	64H4		
<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 labor as causal if the rear glass is not replaced Mark REARWINDOW* as causal part if the rear glass is replaced		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	02		
	Inspect production date on outside of rear window glass. Rear window glass does not require replacement.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	10	Inspect rear window, no replacement required
<b>OR</b>	Inspect production date on outside of rear window glass. Remove rear lid trim and inspect production date on inside of rear window glass. Rear window glass does not require replacement.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	60	Inspect rear window, no replacement required

**Continued on next page**

<b>OR</b>	Inspect production date on rear window glass. Rear window glass requires replacement.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6486 19 99	260	Inspect and replace rear window glass
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	83A845501A NVB	REARWINDOW*
	1.00	83A854871 5FQ	SPOILER
	1.00	83A854872 5FQ	SPOILER
	4.00	WHT002258	HEX. NUT
	1.00	D 181220A1	PRIMER (if necessary)
	1.00	D 004660M2	2K-GLASS GLUE (if necessary)
	1.00	D 00950025	APPLICATOR (if necessary)
	1.00	357853999B	CUTTING CORD (if necessary)

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2022 Audi of America, Inc. and Audi Canada. All Rights Reserved.

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 22V701

**Subject: Safety Recall 64H4 – Rear Window**

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 2022 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** A window manufacturing error may allow the rear window to crack or break. A broken rear window may result in loose pieces of glass and increase the risk of injury.

**What will we do?** To correct this defect, your authorized Audi dealer will check the manufacturing date of the vehicle's rear window and replace it if necessary. This work will take up to a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall work. 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.

**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).

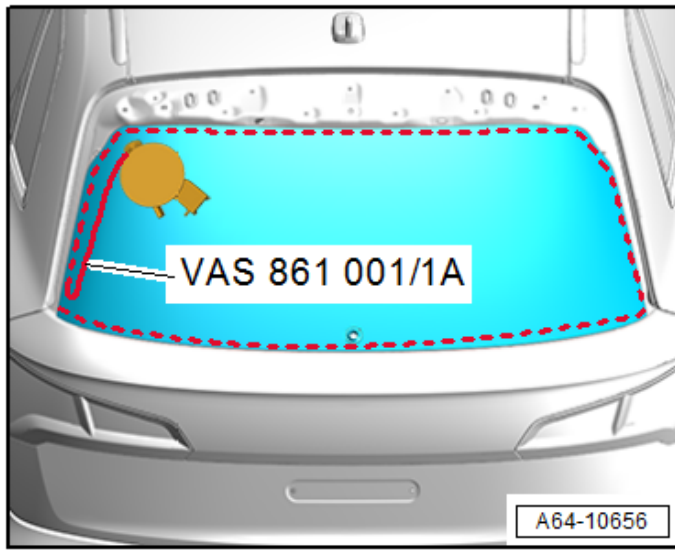
If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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.

Sincerely,

Audi Customer Protection

## Repair Overview



- Check rear window glass, and replace if necessary.

### NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
← <b>3</b> →	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

#### CRITICAL REPAIR STEP

 **STOP!** 

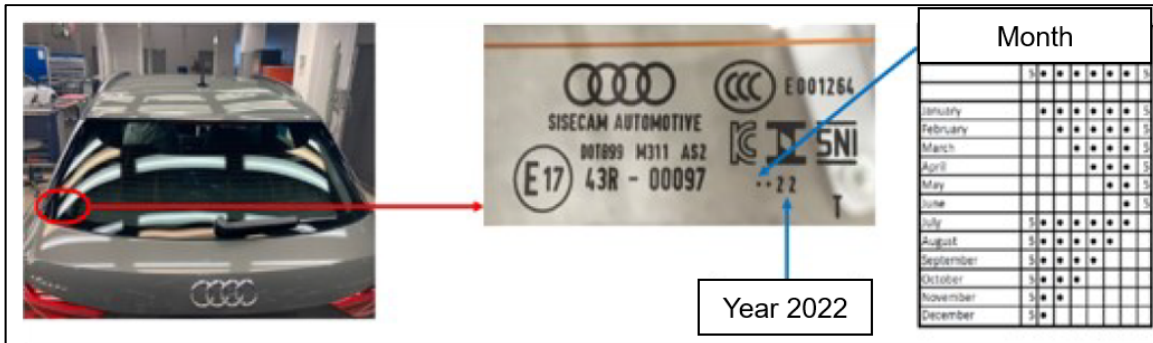
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Inspect Rear Window Glass

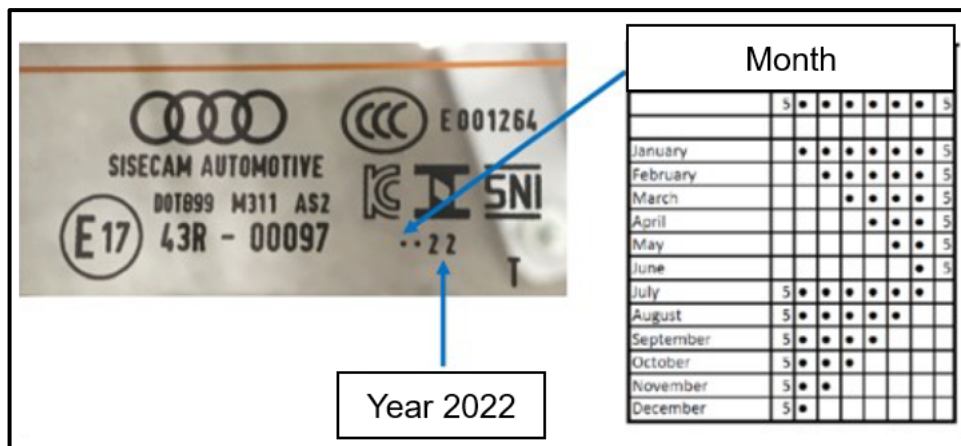
### Checking production date on outside of rear window:

- Read off production date on outside of rear window (bottom left).



### Identifying production date by month:

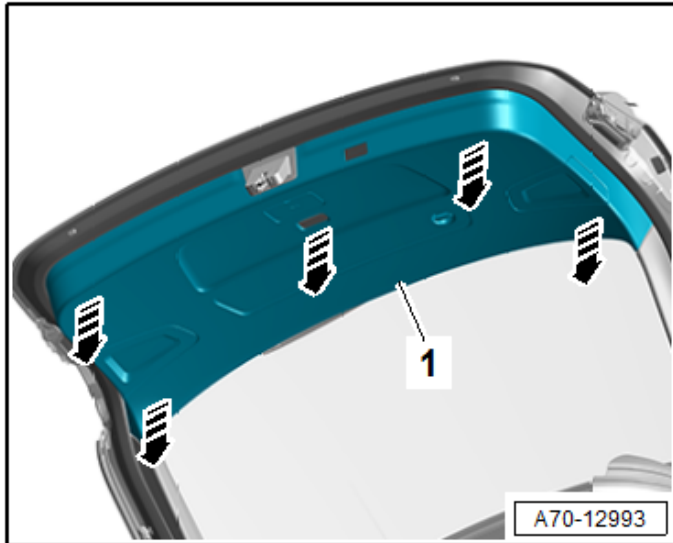
- Read off the number of dots and the year <blue arrows>.
- Take pictures of production date and upload photos to Doc-It.



- **Six dots represent January 22 >> Rear window OK; work complete; Proceed to Section D**
- **Five dots represent February 22 >> Rear window OK; work complete; Proceed to Section D**
- **Four dots represent March 22 >> Rear window OK; work complete; Proceed to Section D**
- **Three dots represent April 22 >> Rear window OK; work complete; Proceed to Section D**
- **Two dots represent May 22 >> Further checks required; Proceed to next inspection step**
- **One dot represents June 22 >> Further checks required; Proceed to next inspection step**

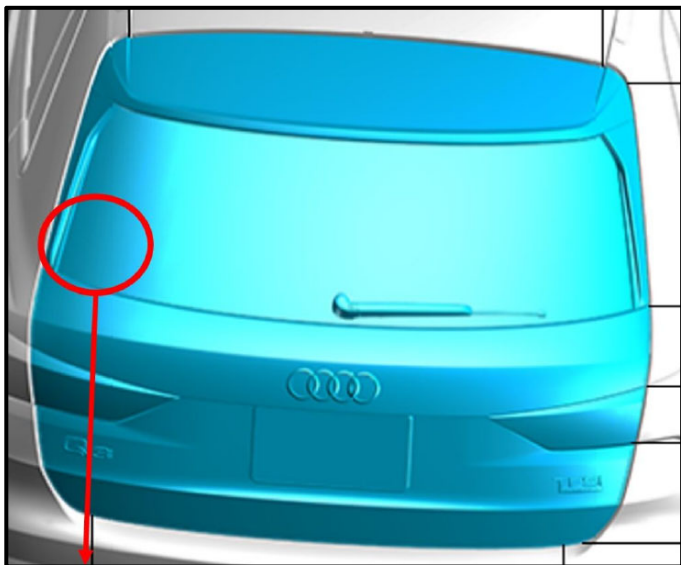


Checking production date on inside of rear window:

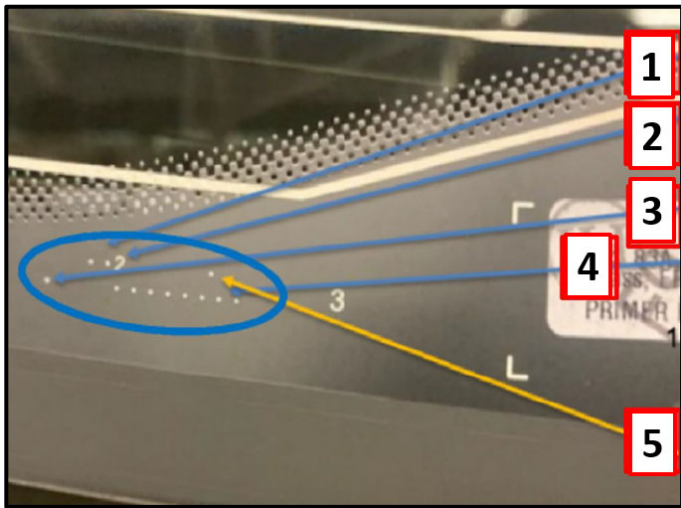


Remove and install lower rear lid trim:

- See ELSA Repair Manual: *Repair manual > Body > Body Interior > 70 Interior Trim > Luggage Compartment Trim Panels > Rear Lid Lower Trim Panel, Removing and Installing*



- Location of production date on inside of rear window shown <circle>.



- 1 = month
- 2 = year
- 3 = day (count the number of dots)
  - One dot = 10th
  - Two dots = 20th
  - Three dots = 30th
- 4 = day (count the number of dots)
  - 1 to 9

! NOTE
<p><b>Example from image:</b></p> <p>1: 2 dots = May</p> <p>2: 2022</p> <p>3: 10<sup>th</sup> day</p> <p>4: 8 dots = 8<sup>th</sup> day</p> <p><b>Add these together:</b></p> <p>10<sup>th</sup> day + 8<sup>th</sup> day = 18<sup>th</sup></p> <p>Full date of 18.5.2022 (May 18, 2022)</p>

#### Production date evaluation:

- Take pictures of production date and upload photos to Doc-It.

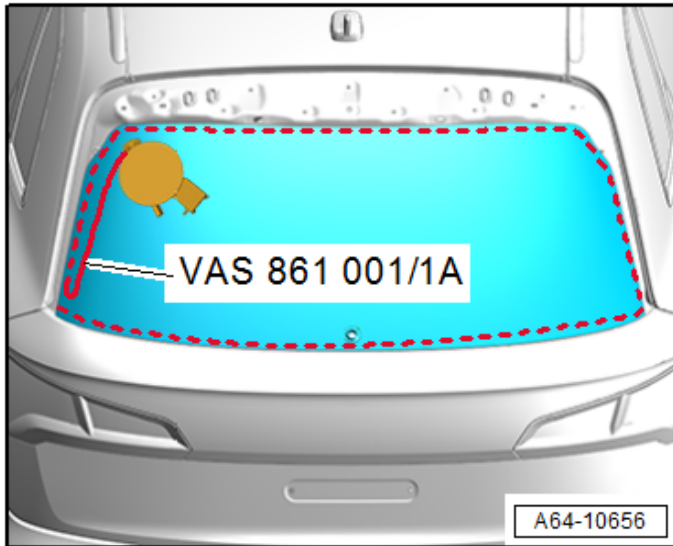
#### Period of time =

- **05.05.2022 (May 05, 2022) or date before this:**
  - **Rear window OK**
  - **Reinstall rear lid trim in the reverse order of removal**
  - **Proceed to Section D**
- *Exception: 18.04.2022 (April 18, 2022) (see below)*

#### Period of time =

- **06.05.22 (May 06, 2022) up to and including 12.06.22 (June 12, 2022)**
- OR**
- **18.04.2022 (April 18, 2022) (incorrect date printed due to a production error)**
    - **Rear window not OK**
    - **Replace rear window glass**
    - **Proceed to Section C**

## Section C – Replace Rear Window Glass



### Replace rear window glass:

Qty.	Part Number	Part Description
1	83A-845-501-A NVB	Rear Glass
1	83A-854-871 5FQ	Side spoiler (left)
1	83A-854-872 5FQ	Side spoiler (right)
4	WHT-002-258	Locking nut for spoiler

- See ELSA Repair Manual: *Repair manual > Body > Body Exterior > 64 Glass, Window Regulators > Rear Window > Rear Window, Removing and Installing*
- Work with your preferred glass repair company to have the repairs completed, if necessary.

### ! NOTE

The side spoilers will be damaged during removal and must be replaced.

- If repairs are performed by the dealership, the following items will also be required:

Qty.	Part Number	Part Description
1	D -181-220-A1	Primer
1	D -004-660-M2	Adhesive
1	D -009-500-25	Applicator
1	357-853-999-B	Cutting cord

### Proceed to Section D

## Section D – 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

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

## Section E - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S.