

Compliance Recall

Code: 50G5



Subject	Safety Certification Label																			
Release Date	April 14, 2023																			
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2009</td> <td>2015</td> <td>Q7</td> <td>12,100</td> </tr> <tr> <td>CAN</td> <td>2011</td> <td>2015</td> <td>Q7</td> <td>1,364</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2009	2015	Q7	12,100	CAN	2011	2015	Q7	1,364
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USA	2009	2015	Q7	12,100																
CAN	2011	2015	Q7	1,364																
	<p>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.</p> <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	The certification label on the subject vehicles equipped with 21-inch wheels indicates incorrect values for the rear Gross Axle Weight Rating ("GAWR"), resulting in a failure to comply with regulatory requirements. An incorrect rear GAWR can result in the vehicle being overloaded, increasing the risk of a crash.																			
Corrective Action	Install an overlay label onto the existing safety certification label containing the correct rear GAWR rating.																			
Precautions	Until the overlay label is installed, owners are advised that the correct rear GAWR for the affected vehicles is: 3902 lbs. / 1770 kg.																			
Code Visibility	On February 23, 2023, the campaign code was applied to affected vehicles.																			
Owner Notification	Owner notification will take place in April 2023. Owner letter examples are included in this bulletin for your reference.																			
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>																			

Label Overlay Ordering Information

Initial Allocation:
NO

Due to the small number of affected vehicles, there will be no label overlay allocation.

Label Overlay Ordering:
Compliance Label
Ordering Portal

Label overlays must be ordered through the Compliance Label Ordering Portal on accessaudi.com. Please have the VIN(s) you are ordering for available when you place your order.

In the Campaign Recall Update section, request the part number with suffix "RVU". The correct label overlay part number will be populated according to the VIN entered and the campaign code.

Criteria	Part Number	Country	Qty.	Part Description
4L	4L0000279U4 RVU	USA	1	Safety Certification Label Overlay
	4L0000279C4 RVU	CAN	1	Safety Certification Label Overlay

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	50G5				
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.	4L				
	LABOR				
	Labor Op	Time Units	Description		
	4440 23 99	10	Install safety certification label overlay		
	OUTSIDE MATERIAL				
	Country	Part Number	Quantity	Description	Amount
	USA	4L0000279U4	1	Overlay	\$25.00
	CAN	4L0000279C4			
	Please enter part number in ALL CAPS				

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: 23V086

Subject: Compliance Recall 50G5 – Safety Certification Label

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2009-2015 model year Audi Q7 vehicles fail to conform to 49 CFR Part 567 – *Certification* and Federal Motor Vehicle Safety Standard No. 110, *Tire selection and rims*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	The safety certification label on the subject vehicles equipped with 21-inch wheels indicates incorrect values for the rear Gross Axle Weight Rating ("GAWR"), resulting in a failure to comply with regulatory requirements. An incorrect rear GAWR can result in the vehicle being overloaded, increasing the risk of a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will install an overlay label onto the existing safety certification label. This overlay will contain the correct rear GAWR for your vehicle. This work will take less than one hour 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 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	In the interim, until this recall remedy has been completed on your vehicle, you should not rely on the rear GAWR information printed on your vehicle's Safety Certification label. The correct rear GAWR for your vehicle is: 3902 lbs. / 1770 kg .
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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2023-068

Subject: Compliance Recall 50G5 – Safety Certification Label

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	The certification label on the subject vehicles equipped with 21-inch wheels indicates incorrect values for the rear Gross Axle Weight Rating ("GAWR"), resulting in a failure to comply with Canada Motor Vehicle Safety Standard - CMVSS 110 - <i>Tire Selection and Rims for Motor Vehicles</i> . An incorrect rear GAWR can result in the vehicle being overloaded, increasing the risk of a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will install an overlay label onto the existing safety certification label. This overlay will contain the correct rear GAWR for your vehicle. This work will take less than one hour 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 repair.
Precautions you should take	In the interim, until this recall remedy has been completed on your vehicle, you should not rely on the rear GAWR information printed on your vehicle's Safety Certification label. The correct rear GAWR for your vehicle is: 3902 lbs. / 1770 kg.
Lease vehicles and address changes	If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
→ 3	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



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.**

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.

Section B – Repair Procedure



- Open the driver front door.
- Locate the “Safety Certification” label on the lower part of the B-pillar.
- Clean the surface of the existing label.
- **Only the REAR GAWR information is being updated.**
- Peel the replacement label overlay off the backing paper.
- Apply the label overlay so only the affected data is covered. Do not cover any additional data on the existing label.
- Canadian vehicles: The overlay includes one for each language (English + French).

⚠ CAUTION

Ensure the correct label overlay is affixed to the correct vehicle.

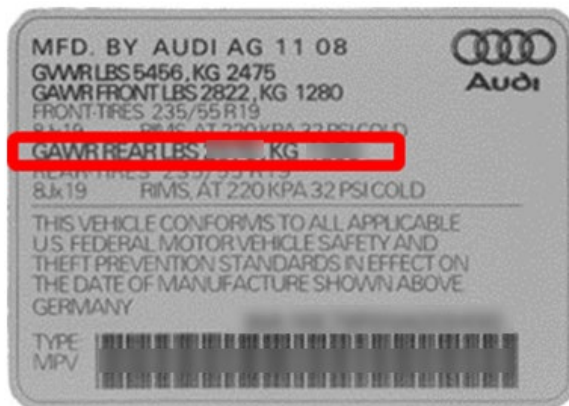
- Ensure minimal air bubbles are created when installing the new label overlay.

! NOTE

- The surface of the existing label must be clean, dry, and free from oil residue prior to applying the replacement label overlay.
- Handle the replacement label overlay carefully. Do not touch the adhesive backing.

Proceed to Section C

USA Example:



Canadian Example:



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.