

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please call (800) 741-2919.**



Service Action Circular

Subject: 2007 Model Year Audi Q7
Replace Owner's Manual

Code: JT

REVISED

February 22, 2013

Revision Summary

- Updated ordering instructions for replacement Owner's Manual
- Updated part number information for web ordering
- Updated part information in SAGA sheet

Problem Description

The owner's manual installed into affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Audi dealer would have been performed to the correct tightening torque specifications.

Corrective Action

Audi will replace the owner's manual with a new one containing the correct wheel bolt tightening torque values.

VIN Range and Production Dates

2007 Audi Q7 (USA)

WA1__ _4L_7D002603 - WA1__ _4L_7D020570

2007 Audi Q7 (CAN)

WA1__ _4L_7D005521- WA1__ _4L_7D020494

Dates of Production: Feb. 10, 2006 – May 30, 2006

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles received a report containing the complete VIN with customer name and address data. For U.S. dealers, the list is based on vehicles in their AOR. For Canadian dealers, this list is based on vehicles sold by the dealership. Dealers did not receive a report if they had no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you must limit the use of this report.

Part Allocation and Reorder Instructions

On or about January 16, 2007, you received a 40% initial allocation of owner's manuals. **After your initial allocation is depleted, replacement Owner's Manuals may be ordered via the 'Compliance Label Ordering Portal' at www.accessaudi.com. Please ensure to have the vehicle identification number (VIN) when placing your order.**

Owner Notification Mailing

On or about January 19, 2007 Audi notified all known owners of affected vehicles by first-class mail. A sample copy of the owner letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check ElsaWeb to determine if this campaign is open.

Service No.: JT00
Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria 4L – Replace Owner's manual

Repair operation: 4407 35 99 10 T.U.

NOTE: Labels are supplied free of charge through the Compliance Label Ordering Portal. Do not enter owner's manual on SAGA claim.

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

Fax the Repair Order to the warranty team at (248) 754-6533 (U.S) and (905) 428-4811 (CAN). Provide the VIN, applicable Service Number, Customer information, Dealer number and date.

Customer Letter Example (USA)

January 2007

**Subject: Service Action JT
2007 Model Year Audi Q7
Replace Owner's Manual**

Dear Audi Owner:

We are writing to inform you of a service action on some 2007 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The owner's manual installed into affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Audi dealer would have been performed to the correct tightening torque specifications.

What Audi Will Do

Audi will replace the owner's manual with a new one containing the correct wheel bolt tightening torque values.

What We Would Like You To Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take less than ten minutes and will be 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.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service Help from Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations – Hills East (JT)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-822-2834*

We regret any inconvenience this matter may cause. Thank you for your continued loyalty!

Audi Product Compliance

Customer Letter Example (CANADA)

January 2007

**Subject: Service Action JT
2007 Model Year Audi Q7
Replace Owner's Manual**

Dear Audi Owner:

We are writing to inform you of a service action on some 2007 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What Is The Problem?

The owner's manual installed into affected vehicles during production contains incorrect wheel bolt tightening torque values. However, all dealer service documentation was correctly published. Any wheel service performed at an authorized Audi dealer would have been performed to the correct tightening torque specifications.

What Audi Will Do

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Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take less than ten minutes and will be 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.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Service Help from Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi Canada
Attn: Customer Relations (JT)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-822-2834*


We regret any inconvenience this matter may cause. Thank you for your continued loyalty!

Audi Product Compliance

Manual Details


When placing your order on the Compliance Ordering Portal the Owner Manual Part Number will be displayed with an 'REC' suffix.

ITEM	Part Number	Part Number Online Ordering
USA Owner's Manual:	WSA 2745614L023	(WSA 2745614L023REC)
CAN (English) Owner's Manual:	WSA 2745614L022	(WSA 2745614L022REC)
CAN (French) Owner's Manual:	WSA 2745614L042	(WSA 2745614L042REC)

 Note: The above owner's manual numbers are applicable **ONLY** for vehicles affected by the JT campaign.

Work Procedure

- Remove folder containing owner's vehicle documentation from the glove compartment.
- Remove existing owner's manual from folder and replace with revised manual

 Note: Replace **ONLY** the owner's manual. Other vehicle documents must not be replaced (e.g. maintenance booklet, radio booklet, etc.)

- Place folder containing owner's vehicle documentation into the glove compartment
- Destroy old owner's manual

END OF WORK