

Service Action

Code: 58D6



Subject	Owner's Manual – Rear Door Child Safety Lock Information
Release Date	July 20, 2018
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Audi Q5 <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	The rear door child safety lock information was not included in the owner's manual supplied with certain 2018 model year Audi Q5 vehicles.
Corrective Action	A replacement owner manual will be mailed directly to all affected owners, and this service action will then be closed in ELSA for those vehicles.
Parts Information	Our records indicate there are no affected vehicles in new vehicle inventory. Should you need a manual to support a pre-owned or CPO vehicle showing this campaign open, one can be ordered through the Technical Literature Ordering Center on www.accessaudi.com . Please have the VIN available when you place your order.
Code Visibility	On or about July 20, 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 July 20, 2018, this campaign code will show open on affected vehicles in Elsa. On or about July 20, 2018, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com .
Owner Notification	Owner notification will take place in July 2018. Owner letter examples are included in this bulletin for your reference.
Campaign Expiration Date	This campaign expires on December 31, 2019 . Repairs must be performed on or before this date to be eligible for payment.
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. <u>Dealers must ensure that every affected inventory vehicle has this campaign completed 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	58D6
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
	Install owner's manual Labor operation: 5817 19 99 10 T.U.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Service Action 58D6 – Owner’s Manual
Certain 2018 Model Year Audi Q5**

Dear Audi Owner,

As part of Audi’s ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The rear door child safety lock information was not included in the owner’s manual supplied with certain 2018 model year Audi Q5 vehicles.

What we would like you to do. Enclosed with this letter please find an updated owner’s manual that contains the rear door child safety lock information. Please keep this new owner’s manual in your vehicle for future reference, and you may discard the old one.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please 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 you have any questions about this communication, 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).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

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: Service Action 58D6 – Owner’s Manual
Certain 2018 Model Year Audi Q5**

Dear Audi Owner,

As part of Audi’s ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2018 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The rear door child safety lock information was not included in the owner’s manual supplied with certain 2018 model year Audi Q5 vehicles.

What we would like you to do. Enclosed with this letter please find an updated owner’s manual that contains the rear door child safety lock information. Please keep this new owner’s manual in your vehicle for future reference, and you may discard the old one.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please 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 you have any questions about this communication, 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 vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Required Parts

U.S. Dealers		
<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	80A.012.721.BB	Owner's Manual – English

Canadian Dealers		
<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	80A.012.721.BB	Owner's Manual – English
-AND/OR-		
1	80A.012.742.BB	Owner's Manual – French

Owner's manuals can be ordered through the Technical Literature Ordering Center on www.accessaudi.com

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 – Repair Procedure

- Remove and discard old owner's manual.

U.S. Dealers:

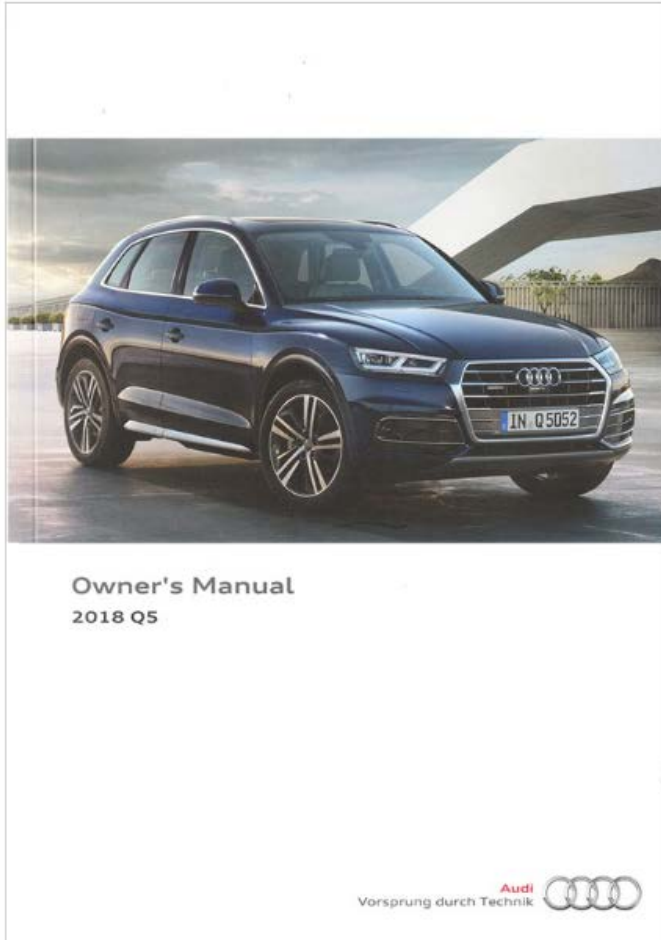
- Install new English owner's manual in glove compartment.

Part Number	Part Description
80A.012.721.BB	Owner's Manual – English

Canadian Dealers:

- Install new English AND French owner's manuals in glove compartment.

Part Number	Part Description
80A.012.721.BB	Owner's Manual – English
	-AND/OR-
80A.012.742.BB	Owner's Manual – French



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.
- **Proceed to Section D.**

Section D - 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. and the Part Destruction and Core Disposition Report for Canada.