

Service Action

Code: 01E8



Subject	Owner Manual Insert – Trailer Towing Not Permitted for Plug-in Hybrid																		
Release Date	August 28, 2020																		
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>2020</td> <td>2020</td> <td>Q5 PLUG-IN HYBRID</td> <td>3,398</td> </tr> <tr> <td>CAN</td> <td>2020</td> <td>2020</td> <td>Q5 PLUG-IN HYBRID</td> <td>417</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2020	2020	Q5 PLUG-IN HYBRID	3,398	CAN	2020	2020	Q5 PLUG-IN HYBRID	417
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USA	2020	2020	Q5 PLUG-IN HYBRID	3,398															
CAN	2020	2020	Q5 PLUG-IN HYBRID	417															
	<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. 																		
Service Action Description	The affected 2020 model year Audi Q5 vehicles have a plug-in hybrid drive system that is <i>not</i> designed technically for towing a trailer or for installation of a trailer hitch. An owner manual supplement will be mailed directly to owners. Dealers should ensure that copy(s) of the correct supplement(s) are placed into inventory vehicles showing this service action open before delivery to retail customers.																		
Code Visibility	On or about August 28, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in August 2020. Owner letter examples are included in this bulletin for your reference.																		
Campaign Expiration Date	This campaign expires on December 31, 2022 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.																		
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>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																		

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	01E8		
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.	01		
	LABOR		
	Labor Op	Time Units	Description
	6690 23 99	10	Place owner manual supplement into glove compartment

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>

Subject: Service Action 01E8 - Owner Manual Insert – Trailer Towing Not Permitted for Plug-in Hybrid

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 2020 model year Audi Q5 plug-in hybrid vehicles. Our records show that you are the owner of a vehicle affected by this action.

About this service action:

Your Audi Q5 plug-in hybrid drive system is **not** designed technically for towing a trailer or for installation of a trailer hitch.

We have enclosed an owner manual supplement about this topic for your reference. Please ensure that all vehicle drivers are aware of this information, and please keep this supplement in the vehicle with your owner's manual for future reference.

Lease vehicles and address changes

If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter and owner manual supplement 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, 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Subject: Service Action 01E8 - Owner Manual Insert – Trailer Towing Not Permitted for Plug-in Hybrid

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Can we assist you further?

If you have any questions, 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

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.**

Section B – Repair Procedure



Supplement

Owner's Manual
Audi Q5 55 TFSI e Plug-in hybrid 2020



- U.S.A.: Print out the English owner's manual supplement (English North America 07.2020) found on one of the ELSA attachment tabs or in ServiceNet.
- CANADA: Print out the English (English North America 07.2020) and French (Français Canadien 07.2020) owner's manual supplement found on one of the ELSA attachment tabs or in ServiceNet.
- When printing, select "Booklet" for page sizing.
- Place the printed owner's manual supplement in the vehicle glove compartment.

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.



Supplement

Owner's Manual

Audi Q5 55 TFSI e Plug-in hybrid 2020

Please pay attention to the following Owner's Manual supplement.

Trailer towing not permitted

Please note that your vehicle with a plug-in hybrid drive system is **not** designed technically for towing a trailer or for installation of a trailer hitch. There is a risk that the brake system could overheat and the braking power could be reduced considerably.

The combustion engine can switch off when you select the S driving program. If this happens, the engine braking effect cannot be used.

The information on trailer towing and trailer load weights in the Owner's Manual applies only to vehicles that do not have a plug-in hybrid drive system.



WARNING

- To reduce the risk of life-threatening injuries, never tow a trailer using your Audi Q5 with a plug-in hybrid drive system.

It has always been Audi's policy to continuously improve its products. AUDI AG reserves the right to make changes in design and specifications, and to make additions or improvements in its products without incurring any obligation to install them on products previously manufactured. This owner's manual is based on the current data available when it was printed. Text, illustrations, and specifications in this owner's manual are based on the most current information available at the time of printing, and shall not constitute a basis for liability claims.

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For the sake of the environment

Printed on eco-friendly paper (bleached without chlorine, recyclable).

Supplement

English North America 07.2020