

Compliance Recall

Code: 44N9



REVISION

| | |
|-------------------------------|---|
| Subject | Tire Information Label |
| Release Date | March 02, 2018 |
| Revision Summary | 44N9 suffix removed from part number in claiming instructions only. |
| Affected Vehicles | U.S.A. & CANADA: Certain 2014-2015 MY Audi S7, 2016-2018 Audi RS7 <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 tire information label on affected vehicles erroneously lists a combined maximum weight of 1146 lbs/520 kg, rather than the correct combined maximum weight of 992 lbs/450 kg. If someone were to rely on the incorrect label information, there is a risk of overloading the vehicle. |
| Corrective Action | Install new tire information label. |
| Parts Information | A supply of labels was sent to dealers with affected inventory prior to launch. Additional labels can be ordered through the Compliance Label Ordering Portal. Please have the VIN(s) you are ordering for available when you place your order. |
| Code Visibility | On or about March 01, 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 March 01, 2018 this campaign code will show open on affected vehicles in Elsa. On or about March 01, 2018 affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov . |
| Owner Notification | Owner notification will take place in March 2018. Owner letter examples are 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 <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. <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. Dealers must ensure that every affected inventory vehicle has this campaign completed <u>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 to Audi WIN/Operations/Campaign Closure.

| Service Number | 44N9 | | | | | | | | | | |
|----------------------------|--|------------------------|---------|----------|-------------|-------------|--------|---|-------------|------------------------|---------|
| 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. | EL | | | | | | | | | | |
| | Install tire information label Labor operation: 4440 23 99 10 T.U. OUTSIDE MATERIAL <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">Quantity</th> <th style="width: 30%;">Part Number</th> <th style="width: 40%;">Description</th> <th style="width: 20%;">Amount</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>4G8010502EL</td> <td>Tire Information Label</td> <td style="text-align: right;">\$25.00</td> </tr> </tbody> </table> | | | Quantity | Part Number | Description | Amount | 1 | 4G8010502EL | Tire Information Label | \$25.00 |
| Quantity | Part Number | Description | Amount | | | | | | | | |
| 1 | 4G8010502EL | Tire Information Label | \$25.00 | | | | | | | | |
| Criteria I.D. | EM | | | | | | | | | | |
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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. ©2018 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: <VIN>

NHTSA: 18V096

**Subject: Compliance Recall 44N9 – Tire Information Label
Certain 2014-2015 Model Year Audi S7 & Certain 2016-2018 Model Year Audi RS7 Vehicles**

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 2014-2015 model year Audi S7 vehicles and certain 2016-2018 model year Audi RS7 vehicles fail to conform to Federal Motor Vehicle Safety Standard 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 tire information label on affected vehicles erroneously lists a combined maximum weight of 1146 lbs/520 kg, rather than the correct combined maximum weight of 992 lbs/450 kg. If someone were to rely on the incorrect label information, there is a risk of overloading the vehicle. |
| What will we do? | To correct this noncompliance, your authorized Audi dealer will install a new tire information label on your vehicle. This work will take just a few minutes 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. |
| 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: <VIN>

**Subject: Compliance Recall 44N9 – Tire Information Label
Certain 2014-2015 Model Year Audi S7 & Certain 2016-2018 Model Year Audi RS7 Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that certain 2014-2015 model year Audi S7 vehicles and certain 2016-2018 model year Audi RS7 vehicles fail to conform to Canada Motor Vehicle Safety Standard 110 – Tire Selection and Rims for Passenger Cars. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The tire information label on affected vehicles erroneously lists a combined maximum weight of 1146 lbs/520 kg, rather than the correct combined maximum weight of 992 lbs/450 kg. If someone were to rely on the incorrect label information, there is a risk of overloading the vehicle.

What will we do? To correct this noncompliance, your authorized Audi dealer will install a new tire information label on your vehicle. This work will take just a few minutes 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.

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 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

NOTE

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.

Required Parts

| <u>Criteria</u> | <u>Quantity</u> | <u>Part Number</u> | <u>Part Description</u> |
|-----------------|-----------------|--------------------|-------------------------|
| EL | 1 | 4G8010502EL | Tire Information Label |
| EM | | 4G8010502EM | Tire Information Label |
| EN | | 4G8010502EN | Tire Information Label |

- When placing label order ensure that the part number with suffix “44N9” is requested.
- Additional labels can be ordered by VIN through the Compliance Label Ordering Portal on 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

NOTE

- 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.



- Open the driver front door.
- Locate the "Tire and Loading Information" label on the B-pillar.
- Clean the surface of the existing label.
- Peel the replacement label off the backing paper.
- Affix the replacement label <arrow> over the existing label.

| Criteria | Part Number | Part Description |
|----------|-------------|------------------------|
| EL | 4G8010502EL | Tire Information Label |
| EM | 4G8010502EM | Tire Information Label |
| EN | 4G8010502EN | Tire Information Label |

CAUTION

Ensure the correct label is affixed to the correct vehicle.

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

NOTE

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

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.