

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V277

**Subject: Safety Recall 4709 – Brake Master Cylinder
Certain 2018-2019 Model Year Audi Q5 and Audi SQ5 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 a defect, which relates to motor vehicle safety, exists in certain 2018-2019 model year Audi Q5 and Audi SQ5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
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www.audiusa.com

What is the issue? In certain vehicles, the brake master cylinder casting may be too short. If the brake master cylinder casting is too short, the driver may experience a sudden loss of hydraulic brake performance, with the brake pedal possibly going down to the floor. This can lead to a crash without warning. The electronic parking brake and its emergency brake function are not affected and will still function.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the brake master cylinder.

- The inspection will take about half an hour to complete. In rare cases, the brake master cylinder will need to be replaced. Audi expects to find only five (5) vehicles worldwide in the whole affected volume that will require a replacement part.
- Should the brake master cylinder in your vehicle require replacement, your dealer will order the part for your vehicle and assist you in arranging alternate transportation. Once the new brake master cylinder arrives at the dealership, the replacement will take about two hours to complete.
- Both the inspection and replacement (if necessary) 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.

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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