

# Compliance Recall

## Code: 06E7



Subject	Owner's Manual Information – Tire Pressures																		
Release Date	February 25, 2022																		
Affected Vehicles	<table><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr><tr><td>USA</td><td>2022</td><td>2022</td><td>E-TRON GT</td><td>920</td></tr><tr><td>CAN</td><td>2022</td><td>2022</td><td>E-TRON GT</td><td>202</td></tr></table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	E-TRON GT	920	CAN	2022	2022	E-TRON GT	202
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2022	2022	E-TRON GT	920															
CAN	2022	2022	E-TRON GT	202															
	<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 &amp; verification source.</p> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>																		
Problem Description	<p>The units for the values of the tire pressure table in the owner's manual (kPa and PSI) were assigned to the wrong columns and therefore do not match the actual numbers. The tire pressure values on the B-pillar "Tire and Loading Information" label are correct; however, if a customer tries to inflate the tires solely according to the tire pressure table in the owner's manual, the tires could be either over- or under-inflated, which could lead to a negative effect on driving stability, potentially causing a loss of vehicle control which might lead to a crash.</p>																		
Corrective Action	<p>Provide an owner's manual insert with the corrected tire pressure table. Audi will be mailing this owner's manual insert to customers along with the recall notification letter. Dealers with affected vehicles in inventory are asked to follow the work instructions in this circular to ensure that this supplement is included with the glove box literature/owner manual of each affected inventory vehicle.</p>																		
Code Visibility	<p>On or about February 25, 2022, the campaign code will be applied to affected vehicles.</p>																		
Owner Notification	<p>Owner notification will take place in March 2022. Owner letter examples are included in this bulletin for your reference.</p>																		
Additional Information	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u></b> 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.</p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u></b> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</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.

<b>Service Number</b>	06E7		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark labor as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4440 23 99	10	Print and place owner's manual supplement in glovebox

## 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>

NHTSA: 22V085

**Subject: Compliance Recall 06E7 - Owner's Manual Information – Tire Pressures**

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 2022 model year Audi vehicles fail to conform to 49 CFR § 575.6(a)(4) that requires information for the customer regarding the correct tire pressures. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The units for the values of the tire pressure table in the owner's manual (kPa and PSI) were assigned to the wrong columns and therefore do not match the actual numbers.

The tire pressure values on the B-pillar "Tire and Loading Information" label are correct; however, if a customer tries to inflate the tires solely according to the tire pressure table in the owner's manual, the tires could be either over- or under-inflated, which could lead to a negative effect on driving stability, potentially causing a loss of vehicle control which might lead to a crash.

**What will we do?** To correct this noncompliance, we have enclosed an owner's manual insert that contains the corrected information regarding tire pressures. We ask you to please review this information and keep it with your vehicle owner's manual for future reference.

If you prefer to visit your authorized Audi dealer to have them place this insert in your vehicle, you are welcome to schedule an appointment. This work will take just a few minutes for your dealer 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](http://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](http://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](http://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

Enclosure

## 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>

**Transport Canada Recall:** 2022-068

**Subject: Compliance Recall 06E7 - Owner's Manual Information – Tire Pressures**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

<b>What is the issue?</b>	<p>The units for the values of the tire pressure table in the owner's manual (kPa and PSI) were assigned to the wrong columns and therefore do not match the actual numbers.</p> <p>The tire pressure values on the B-pillar "Tire and Loading Information" label are correct; however, if a customer tries to inflate the tires solely according to the tire pressure table in the owner's manual, the tires could be either over- or under-inflated, which could lead to a negative effect on driving stability, potentially causing a loss of vehicle control which might lead to a crash.</p>
<b>What will we do?</b>	<p>To correct this noncompliance, we have enclosed an owner's manual insert that contains the corrected information regarding tire pressures. We ask you to please review this information and keep it with your vehicle owner's manual for future reference.</p> <p>If you prefer to visit your authorized Audi dealer to have them place this insert in your vehicle, you are welcome to schedule an appointment. This work will take just a few minutes for your dealer 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.</p>
<b>What should you do?</b>	<p>Please contact your authorized Audi dealer without delay to schedule this recall repair.</p>
<b>Lease vehicles and address changes</b>	<p>If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.</p>
<b>Can we assist you further?</b>	<p>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 <a href="http://www.audi.ca">www.audi.ca</a>.</p>

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  
Enclosure

## 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.

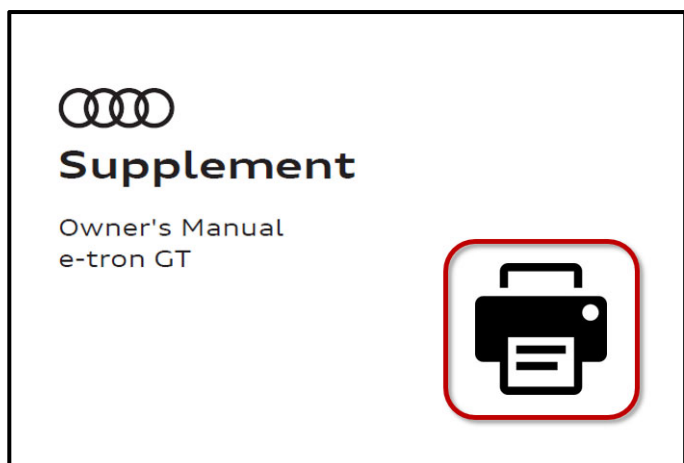
#### CRITICAL REPAIR STEP

 **STOP!** 

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



- U.S.A.: Print out the English owner's manual supplement found on one of the ELSA attachment tabs or in ServiceNet.
- CANADA: Print out the English and French owner's manual supplements 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  
e-tron GT

This supplement informs you that specific contents of the Owner's Manual are invalid and supplies corrections for these:

- There is a replacement version of the tire pressure table in the Wheels chapter.

Pay attention to the following changes to ensure safe handling of your vehicle.

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### Supplement

English North America 11.2021  
4J3012721HA



4J3012721HA

**Audi** Vorsprung durch Technik

## Tire pressure table


The correct tire pressure for tires installed at the factory is listed additionally on a label. The label is located on the B-pillar (driver's side). If the tire pressure table differs from the tire pressure label, the information on the tire pressure label always takes precedence.

Make sure that the tire designation on your tire matches the designation on the tire pressure label and the tire pressure table.

The following table lists recommended tire pressures in cold tires according to the load and the size of the tires installed.

Model	Tire designation	Tire pressure							
		Normal load (up to 3 people) <sup>a)</sup>				Maximum load			
		Front		Rear		Front		Rear	
		kPa	PSI	kPa	PSI	kPa	PSI	kPa	PSI
e-tron GT	225/55 R19 103Y	250	36	-	-	270	39	-	-
	275/45 R19 108Y	-	-	230	33	-	-	260	38
	245/45 R20 103Y	250	36	-	-	270	39	-	-
	285/40 R20 108Y	-	-	230	33	-	-	270	39
	265/35 R21 101Y	270	39	-	-	280	41	-	-
	305/30 R21 104Y	-	-	270	39	-	-	300	44
RS e-tron GT	245/45 R20 103Y	260	38	-	-	270	39	-	-
	285/40 R20 108Y	-	-	250	36	-	-	270	39
	265/35 R21 101Y	280	41	-	-	290	42	-	-
	305/30 R21 104Y	-	-	280	41	-	-	310	45

a) Two people in the front, one person in the rear

**WARNING**

Please note the important safety precautions regarding tire pressure and load limits in the Owner's Manual.

4J3012721HA