

Compliance Recall

Code: 44S3



Subject	Tire and Loading Information Label																												
Release Date	March 31, 2022																												
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>2022</td> <td>2022</td> <td>RS5 COUPE</td> <td>11</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>RS5 SPORTBACK</td> <td>38</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>RS5 COUPE</td> <td>19</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>RS5 SPORTBACK</td> <td>42</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	RS5 COUPE	11	USA	2022	2022	RS5 SPORTBACK	38	CAN	2022	2022	RS5 COUPE	19	CAN	2022	2022	RS5 SPORTBACK	42
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	<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. 																												
Problem Description	<p>The value for the maximum combined weight of occupants and cargo (kg and lbs) on the B-pillar "Tire and Loading Information" label is too high. (RS5 Sportback +20kg and RS5 Coupe +10kg). When a customer relies on the incorrect value for the maximum combined weight of occupants and cargo on the B-pillar label, there is a risk of overloading the vehicle. Nevertheless, the technically permissible axle load and the payload of the tires will not be exceeded. Overloading a vehicle increases the risk of a crash.</p>																												
Corrective Action	Install correct "Tire and Loading Information" label.																												
Code Visibility	On or about March 31, 2022, the campaign code will be applied to affected vehicles.																												
Owner Notification	Owner notification will take place in March 2022. Owner letter examples are included in this bulletin for your reference.																												
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>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																												

Parts Information

Initial Allocation: NO	Due to the small number of affected vehicles there will be no label allocation.
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Label Ordering: Compliance Label Ordering Portal	<p>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.</p> <ul style="list-style-type: none"> • When placing label order ensure that the part number with suffix “RVU” is requested. • Labels must be ordered by VIN through the Compliance Label Ordering Portal on accessaudi.com.
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CAUTION

Pay close attention to the criteria for each affected vehicle to ensure the correct label is affixed.

Criteria	Part Number	Quantity	Part Description
01	8W8-010-502-DT RVU	1	Tire information label
02	8W8-010-502-EA RVU	1	Tire information label
03	8W8-010-502-EC RVU	1	Tire information label
04	8W6-010-502-BN RVU	1	Tire information label
05	8W6-010-502-BP RVU	1	Tire information label
06	8W6-010-502-BR RVU	1	Tire information label

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	44S3				
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.	All (see below)				
	LABOR				
	Labor Op	Time Units	Description		
	4440 23 99	10	Install tire information label		
	OUTSIDE MATERIAL				
	Criteria	Part Number	Quantity	Description	Amount
	01	8W8010502DT	1	Tire information label	\$25.00
	02	8W8010502EA			
	03	8W8010502EC			
	04	8W6010502BN			
	05	8W6010502BP			
06	8W6010502BR				
Please enter part number in ALL CAPS					

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. ©2022 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 22V102

Subject: Compliance Recall 44S3 - Tire and Loading Information Label

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 Federal Motor Vehicle Safety Standard (FMVSS) No. 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 value for the maximum combined weight of occupants and cargo (kg and lbs) on the B-pillar "Tire and Loading Information" label is too high. (RS5 Sportback +20kg and RS5 Coupe +10kg). When a customer relies on the incorrect value for the maximum combined weight of occupants and cargo on the B-pillar label, there is a risk of overloading the vehicle. Overloading a vehicle increases the risk of a crash.

What will we do? To correct this noncompliance, your authorized Audi dealer will install a correct "Tire and Loading Information" label. This work will take less than an hour 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? Your dealer will need to order a label specifically for your vehicle. 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2022-084

Subject: Compliance Recall 44S3 - Tire and Loading Information Label

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.

- What is the issue?** The value for the maximum combined weight of occupants and cargo (kg and lbs) on the B-pillar "Tire and Loading Information" label is too high. (RS5 Sportback +20kg and RS5 Coupe +10kg). When a customer relies on the incorrect value for the maximum combined weight of occupants and cargo on the B-pillar label, there is a risk of overloading the vehicle. Overloading a vehicle increases the risk of a crash.
- What will we do?** To correct this noncompliance, your authorized Audi dealer will install a correct "Tire and Loading Information" label. This work will take less than an hour 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?** Your dealer will need to order a label specifically for your vehicle. 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 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.
- 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

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.**

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.

Section B – Repair Procedure



- Open the driver front door.
- Locate the “Tire and Loading Information” label on the B-pillar.
- Clean the surface of the existing 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.

CAUTION

Ensure the correct label is affixed to the correct vehicle.

- Peel the replacement label off the backing paper.
- Affix the replacement label <arrow> over the existing label. The new label should be oriented in the same way as the original label.

Criteria	Part Number	Part Description
01	8W8010502 DT RVU	Tire Information Label
02	8W8010502 EA RVU	
03	8W8010502 EC RVU	
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05	8W6010502 BP RVU	
06	8W6010502 BR RVU	

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

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.