

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 23V086

Subject: Compliance Recall 50G5 – Safety Certification 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 2009-2015 model year Audi Q7 vehicles fail to conform to 49 CFR Part 567 – *Certification* and Federal Motor Vehicle Safety Standard No. 110, *Tire selection and rims*. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.
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Auburn Hills, MI 48326
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www.audiusa.com

What is the issue? The safety certification label on the subject vehicles equipped with 21-inch wheels indicates incorrect values for the rear Gross Axle Weight Rating ("GAWR"), resulting in a failure to comply with regulatory requirements. An incorrect rear GAWR can result in the vehicle being overloaded, increasing the risk of a crash.

What will we do? To correct this noncompliance, your authorized Audi dealer will install an overlay label onto the existing safety certification label. This overlay will contain the correct rear GAWR for your vehicle. This work will take less than one 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? 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.

Precautions you should take In the interim, until this recall remedy has been completed on your vehicle, you should not rely on the rear GAWR information printed on your vehicle's Safety Certification label. The correct rear GAWR for your vehicle is: 3902 lbs. / 1770 kg.

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.

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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