

VOLKSWAGEN

GROUP OF AMERICA

MARIA COTTER NAME
LEAD CAMPAIGN ADMINISTRATOR TITLE
PRODUCT COMPLIANCE DEPARTMENT
248-754-5000 PHONE
248-754-5093 FAX
MARCH 6, 2009 DATE

Ms. Delia Lopez
Recall Analyst for Safety Assurance
National Highway Traffic Safety Administration
Attn: Recall Management Division (NVS-215)
U.S. Department of Transportation
1200 New Jersey Avenue, S.E.
Washington, DC 20590

VOLKSWAGEN GROUP OF AMERICA, INC.
3800 HAMLIN ROAD
AUBURN HILLS, MI 48326
PHONE +1 248 754 5000

Subject: Recall Campaign 07V-334 (55E5/JV)

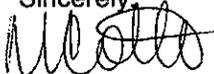
Dear Ms. Lopez:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting one copy of the following communications for revised recall campaign 07V-334 (55E5/JV):

- Work Procedure and Claiming Instructions

If you have any questions or require additional information, please contact me.

Sincerely,



Maria Cotter
Lead Campaign Administrator
Product Compliance -Service and Quality
Enclosure

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. If you have questions regarding this or any other campaign, please call (800) 741-2919.



Safety Recall Circular

Code: 55E5/JV00

**Subject: 2006-2008 MY Audi A6 Avant
2007-2008 MY Audi Q7
Automatic Rear Lid Software**

REVISED

March 2009

Revision Summary

Labor operations updated in claiming instructions.

Problem Description

Audi has determined that a potential defect may occur in the vehicle's automatic rear lid. The vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

Corrective Action

Install new automatic rear lid software.

VIN Range and Production Date of Affected Vehicles

2006-2008 A6 Avant (USA including PRI)

WAU ___ 4F_6N017015 – WAU ___ 4F_8N030731

2006-2008 A6 Avant (CANADA)

WAU ___ 4F_6N015585 – WAU ___ 4F_8N016049

Production Date: May 2005 – July 2007

2007-2008 Audi Q7 (USA including PRI)

WA1 ___ 4L_7D001257 – WA1 ___ 4L_8D014458

2007-2008 Audi Q7 (CANADA)

WA1 ___ 4L_7D005521 – WA1 ___ 4L_8D014378

Production Date: December 2005 – July 2007

NOTE: Check ElsaWeb on the day of repair to verify vehicle eligibility and attach the screen print to the repair order. This is the only valid campaign inquiry and verification source. Some vehicles may be involved in an additional action(s); any additional work can be done while the vehicle is in for this action.

Allocation Report of Affected Vehicles

In the Service Manager's Package, dealers with affected vehicles received a report containing the complete VIN with customer name and address data. Dealers did not receive a report if they had no affected vehicles.

NOTE: The allocation report contains owner names and addresses obtained from Motor Vehicle Registration Records. By law, this data may only be used for recall purposes. Use for any other reason may be a violation of law in many states/provinces. Accordingly, you are urged to limit the use of this report.

Parts Information and Allocation

No parts will be needed for this campaign. Software CDs were provided prior to customer notification. If you require an additional software CD for vehicles affected by this campaign please submit your request for additional software to the Audi Technical Literature Ordering Center at 1-800-544-8021 or via website <https://www.audi.ddsltd.com/>.

Owner Notification Mailing

On or about September 27, 2007, Audi notified all known owners of affected vehicles. A sample copy of this letter is enclosed.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the correct code listed below. Claims will only be paid for vehicles that show this campaign open in ElsaWeb on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

CONTINUE TO NEXT PAGE

The 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. ©2007 Audi of America LLC and Audi Canada Inc.. All Rights Reserved.

SAGA Claim Entry Procedure

Service No.: 55E5
Damage Code: 0099
Parts Manufacturer - Removed part: 002
Claim Type
 Sold vehicle = 7 10
 Unsold vehicle = 7 90

Criterion Code	Repair Operation	Damage Code	Time Units
4F = A6 Avant	Install new rear lid software	- 55 67 25 99	- 100 TU
or	Check software, no update needed.	- 01 83 00 99	- 20 TU
4L = Audi Q7	Install new rear lid software	- 55 67 25 99	- 100 TU
or	Check software, no update needed.	- 01 83 00 99	- 20 TU

NEW

CUSTOMER ASSISTANCE COVERAGE

Service Number: AU12
Claim Type: 2 - SK
Labor operation: AU12 16 00 **Amount:** \$40 max
Dealers are asked to provide additional pickup and delivery service for customers affected by the JV Safety Recall. Therefore, dealers can claim up to a maximum of \$40 per affected vehicle to cover the cost of pickup and delivery of a customer's vehicle.

If Customer Refuses Repairs:
 Fax the Repair Order to VWoA at (248) 754-5093 and provide VIN, applicable Service Number, Customer Information, Dealer Number, and Date.

The 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. ©2007 Audi of America LLC and Audi Canada Inc. All Rights Reserved.

Customer Letter Example (United States)

September 2007

**Subject: Safety Recall JV
2006-2008 Model Year Audi A6 Avant & 2007-2008 Model Year Audi Q7
Automatic Rear Lid Software**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue?

In some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles, the vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

What Will Audi Do?

In order to prevent the conditions described above, we will install new software on affected vehicles.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take approximately one hour and will be 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.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information via first class mail to the lessee.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs to the rear lid gas struts or motors, the enclosed form explains how to request reimbursement.

Service Help From Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

*Audi of America, Inc.
Attn: Customer Relations (JV)
3499 West Hamlin Road
Rochester Hills, MI 48309
1-800-253-2834*

If you still cannot obtain satisfaction, you may file a complaint with: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., 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 regret any inconvenience this matter may cause. Thank you for your continued loyalty!

Audi Product Compliance

The 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. ©2007 Audi of America LLC and Audi Canada Inc. All Rights Reserved.

Customer Letter Example (Canada)

September 2007

**Subject: Safety Recall JV
2006-2008 Model Year Audi A6 Avant & 2007-2008 Model Year Audi Q7
Automatic Rear Lid Software**

Dear Audi Owner:

This notice is sent to you in accordance with the requirements of the Canadian Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles. Our records show that you are the owner of one of these vehicles.

What is the issue?

In some 2006-2008 model year Audi A6 Avant and 2007-2008 model year Audi Q7 vehicles, the vehicle's automatic rear lid includes an electric motor and clutch that work in conjunction with two gas struts to open and close the rear lid, including a manual close function. In rare cases, if one of the struts has a total loss of pressure, the resultant slow movement of the rear lid is interpreted by the software as an intended manual close, and the motor clutch releases to close the rear lid immediately. This can result in an unintended rapid closing of the rear lid with a risk of personal injury.

What Will Audi Do?

In order to prevent the conditions described above, we will install new software on affected vehicles.

What We Would Like You to Do

Please contact your authorized Audi dealer and arrange for an appointment without delay. This service will take approximately one hour and will be 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.

Lease Vehicles

If you are the lessor and registered owner of the vehicle identified in this letter, please forward this information via first class mail to the lessee.

Have You Changed Your Address Or Sold The Vehicle?

If you have, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Reimbursement of Expenses

If you have previously paid for repairs to the rear lid gas struts or motors, the enclosed form explains how to request reimbursement.

Service Help From Us

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable amount of time, please call or write to:

*Audi Canada
Attn: Customer Relations (JV)
P.O. Box 842, Stn. A
Windsor, ON N9A 9Z9
1-800-253-2834*

We look forward to providing this service for you. Thank you for your continued loyalty!

Audi Product Compliance

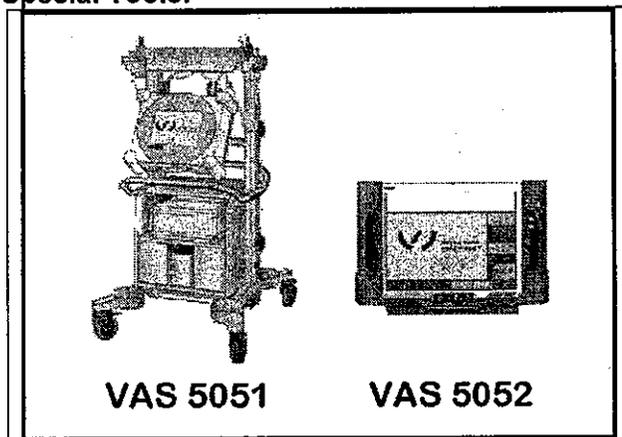
The information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2007 Audi of America LLC and Audi Canada Inc. All Rights Reserved.

Parts:

<u>Quantity</u>	<u>Part Number</u>	<u>Part Name</u>
1	4L0 906 961 G	Update CD (for -VAS 5052- only)
1	4E0 906 961 AD	Update CD (for -VAS 5051B- only)

Note: *The update CD can be used as often as required, and should only be ordered if original is damaged or missing.*

Special Tools:



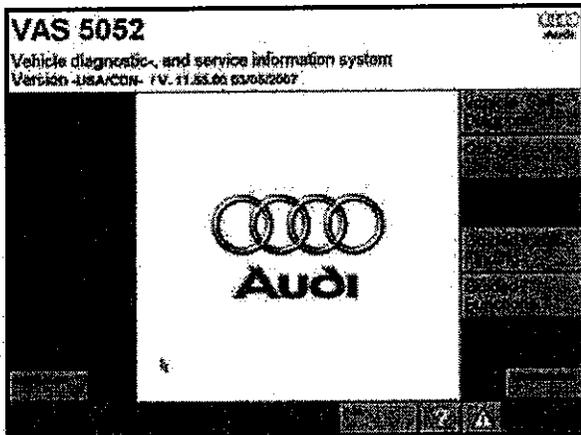
- Approved battery charger
- ⇐ VAS 5051B or VAS 5052 (equipped with Ethernet card and security certificate)
- Adapter cable
- Network connection cable
- Brand CD V. 11.55.00 or later installed

Section A – Deactivating data bus diagnosis interface (J533)

Note:

- ◆ *The correct CD must be used in the appropriate tester. Please use the correct CD as marked on the CD label in the in either the -VAS 5051B- or -VAS 5052-.*
- ◆ *As for all work where the ignition has to be left switched on for a long period, a battery charger must be connected to ensure an adequate power supply*
- ◆ *Please switch off all unnecessary electrical equipment (blower, seat heater, interior light, etc.)*
- ◆ *Also make sure that no electromagnetic interference sources (mobile phone, Bluetooth, etc.) are operated in or near the vehicle while individual control units are being updated*

The 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. ©2007 Audi of America LLC and Audi Canada Inc. All Rights Reserved.



- Connect vehicle diagnostic, testing and information system -VAS 5051B- or -VAS 5052- (with online capability) to the vehicle
- Insert the Update CD (Part No. 4L0 906 961 G for VAS 5052) or Update CD (Part No. 4E0 906 961 AD for VAS 5051B) in the CD drive of the appropriate tester
- Connect tester to your workshop network (CPN) using network connection cable
- Insert memory stick so *Diagnosis Log* can be recorded following SVM update
- Enter the SVM update into the User Test Plan by selecting the following inside *Guided Fault Finding*:
 Go to >> *Function/Component Selection* >> *Problem Related Hardware and Software Update* >> *Direct Input: SVM code for problem related update*
- Follow the SVM update procedure and enter the SVM Action Code **55E5A001** when prompted
- Enter your GeKo ID when requested and data will be transmitted to the SVM server, which will respond with instructions to continue
- If the 6D rear lid control module software is level 280 or greater, no further work is necessary

Note:

- ◆ *Additional SVM programming is required after update is complete*
- ◆ *Following update with CD in Section B, proceed to Section C and perform 2nd SVM update procedure*
- ◆ *If 2nd SVM update is not performed, vehicle may not start, TCM trouble codes, and loss of communication codes may be stored*

Note:

- ◆ *Only the data bus diagnostic interface is flashed in **Section A** of this campaign. Do not perform any updates of other control units as part of this campaign*



Note:

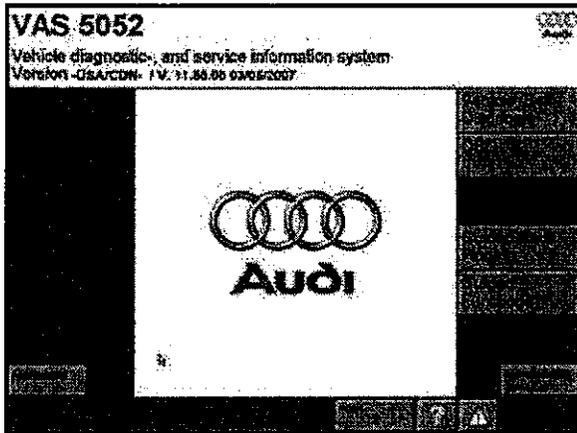
- ◆ *If you encounter problems with the SVM software update, please refer to technical bulletin 2011732 – Software Version Management (SVM), Operating Instructions*
- ◆ *If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2011732 – Software Version Management (SVM)*

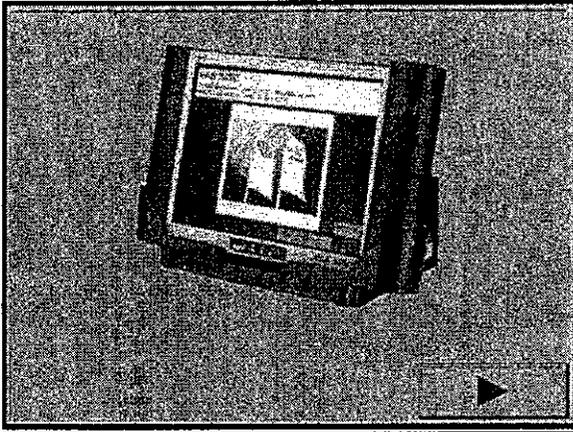
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit *Guided Fault Finding* via the *Go to* button

Proceed to Section B

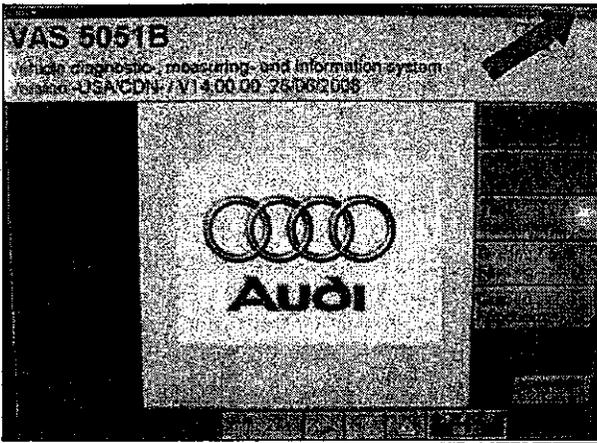
Section B1 – Software update of tailgate drive (for Scan Tool Base Version 12.00 and below)

- ← With vehicle diagnostic, testing and information system -VAS 5051B- or -VAS 5052- (with online capability) connected to the vehicle
- Select:
Applications>>Start application from CD ROM





- ← The start screen shows the tester
- Press the 'Next' button (▶)

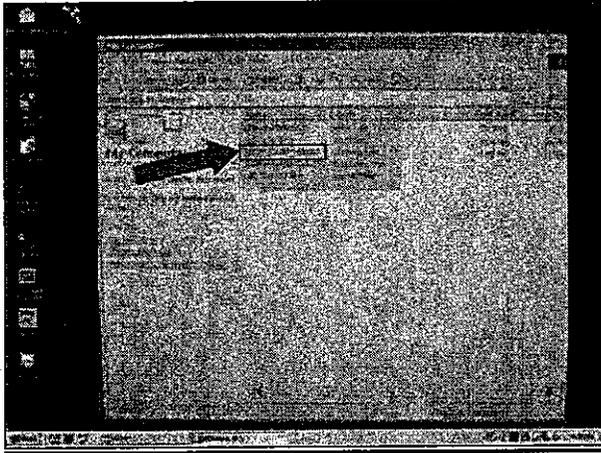


**Section B1 – Software update of tailgate drive
(for Scan Tool Base Version 14.00 and above)**

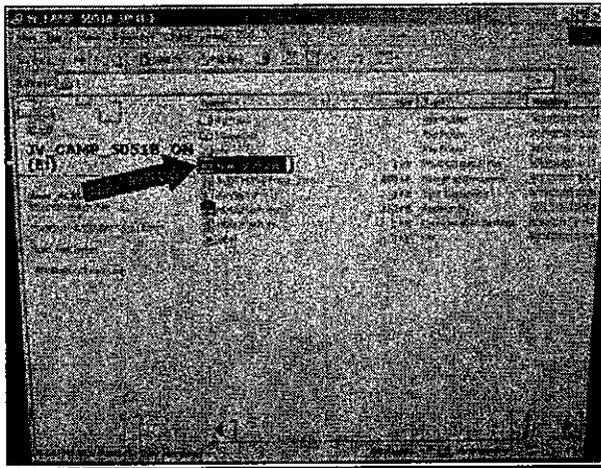
- Minimize the VAS-PC screen by selecting the minimize icon –arrow-



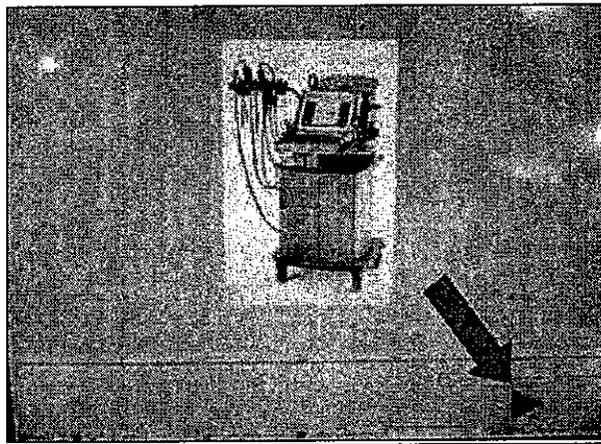
- Double-click "My Computer" –arrow-



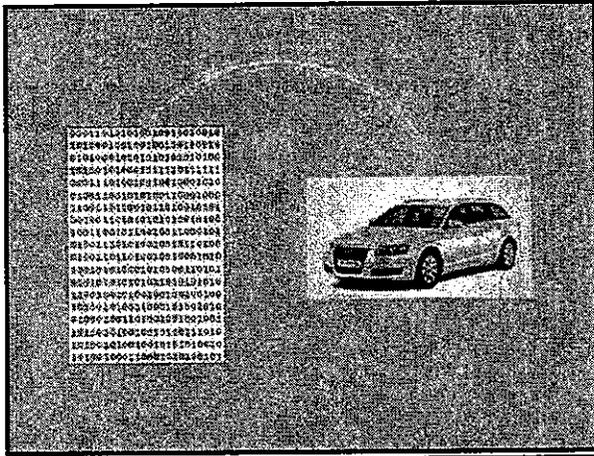
- Double-click "JV_CAMP" –arrow-



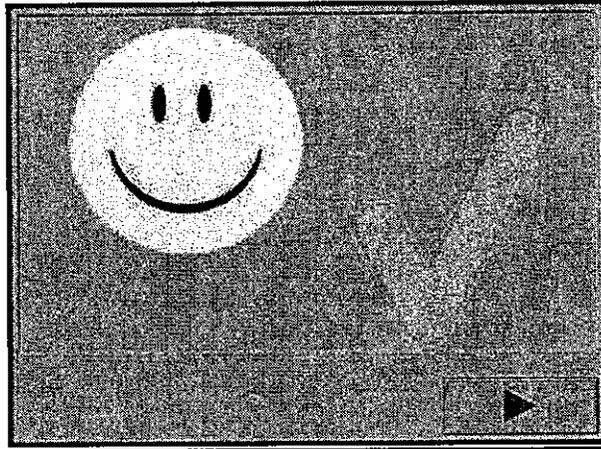
- Double-click "Anw_VK35.bat" file –arrow-



- ← The start screen shows the tester
- Press the 'Next' button (▶)



← When this screen is displayed, both tailgate drives will then be flashed. Wait until the software update is completed

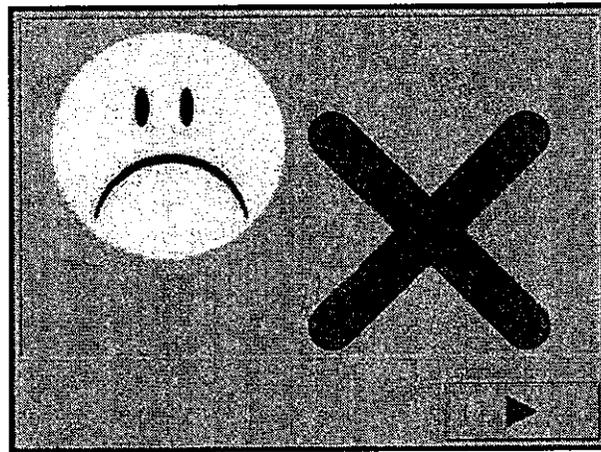


← If this screen display appears, the software update was successful

- Press the 'Next' button (▶)

Proceed to section C - Complete final SVM update

Note:
If Section C - SVM update is not performed, vehicle may not start, TCM trouble codes and loss of communication codes may be set



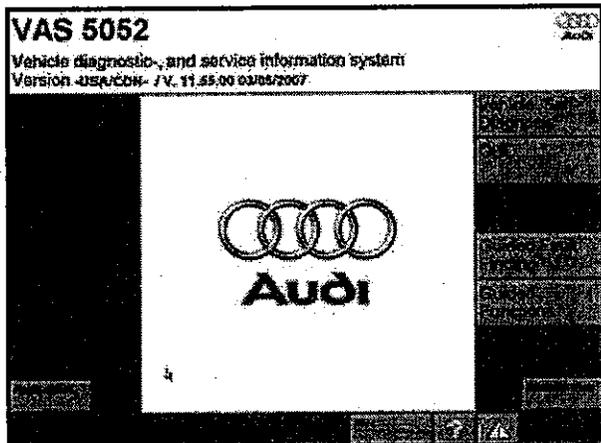
← If this screen display appears, the software update was not successful

- Make a note of the error number displayed on the screen
- Press the 'Next' button (▶)
- If the update was unsuccessful – **do not continue to Section C**

Note:
If the software update of the rear lid is unsuccessful:

- ◆ *Open a TAC ticket and contact the Audi Technical Assistance Center (TAC)*
- ◆ *Check CD installed in tester for proper installation and correct CD*
- ◆ *Lay tester flat and try update again*

Section C – Activating data bus diagnosis interface (J533)



← With tester still connected to the vehicle, enter the SVM update into the User Test Plan by selecting the following inside *Guided Fault Finding*:

Go to >> *Function/Component Selection*
>> *Problem Related Hardware and Software Update* >> *Direct Input: SVM code for problem related update*

- Follow the SVM update procedure and enter the SVM Action Code **55E5B001** when prompted
- Enter your GeKo ID when requested and data will be transmitted to the SVM server, which will respond with instructions to continue

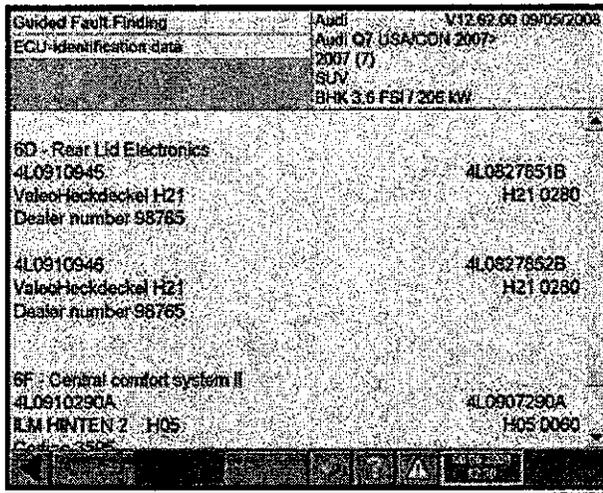


Note:

- ◆ *Only the data bus diagnostic interface is flashed in **Section C** of this campaign. Do not perform any updates of other control units as part of this campaign*
- ◆ *If you encounter problems with the SVM software update, please refer to technical bulletin 2011732 – Software Version Management (SVM), Operating Instructions*
- ◆ *If unable to resolve issues with SVM, please contact the appropriate technical support team per technical bulletin 2011732 – Software Version Management (SVM)*

- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted

Section D – Checking software level of automatic rear lid



⇐ While still within the *Guided Fault Finding* menu, select *Go to >> ECU-identification Data*, and scroll down until you locate address 6D

⇐ Verify that software level for address 6D has been updated to software 280 or higher



Note:

If the software update of the rear lid is unsuccessful:

- ◆ Open a TAC ticket and contact the Audi Technical Assistance Center (TAC)
- ◆ Check CD installed in tester for proper installation and correct CD
- ◆ Lay tester flat and try update again

- Once completed, exit *Guided Fault Finding* via the *Go to* button

Proceed to Section E

Section E – Checking power-operated tailgate

- Open and close the tailgate using the power function
- Open the tailgate once again
- Pull down the tailgate by hand. If increased resistance (slight shaking) can be felt when pulling down the tailgate, the software update was successful
- No release of clutch for rear lid motor should be felt

WORK IS COMPLETE