

Audi of America, Inc.



## **SAFETY RECALL INFORMATION**

Audi of America, Inc.  
3800 Hamlin Road  
Auburn Hills, MI 48326  
United States of America  
[www.audiusa.com](http://www.audiusa.com)

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**Subject: Safety Recall JV  
2006 Model Year Audi A6 Avant  
Automatic Rear Lid Software**

Dear Dealer Principal and Service Manager:

This letter is to inform you of **Safety Recall JV**.

### **What is the Issue?**

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.

### **What Does the Repair Involve?**

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

### **Parts Allocation Information**

No parts will be needed for this campaign; therefore, no allocation is necessary. Software CDs will be provided prior to customer notification. If you require any additional software CDs 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.ddslid.com/>.

### **Important Reminder on Vehicles Affected by Safety and Compliance Recalls**

Federal law prohibits any person from knowingly selling, or offering for sale, any motor vehicle that either contains a defect related to motor vehicle safety or does not comply with applicable motor vehicle safety standards prescribed under Chapter 301 ("Motor Vehicle Safety") of Title 49, United States Code. It is therefore imperative that you correct any vehicle in your inventory that is affected by this recall **prior to delivery** for sale or lease.

### **Where to Find Complete Campaign Information**

Please refer to **Safety Recall JV** posted on ServiceNet for additional information, and please be sure to share this information with all personnel with campaign-related responsibilities.



**Other Service Work to be Completed at the Same Time**

When the vehicle is presented for this service action, check the campaign inquiry screen on ElsaWeb for any applicable service procedures, such as Required Vehicle Update Technical Bulletins, and perform these during the service visit. Also, we encourage you to take this opportunity to ask the customer if there are any other concerns with the vehicle, and service them at that time as well.

**Campaign Inquiry Screen Printouts**

Additionally, it is recommended that on the day of the repair, a screen print of the ElsaWeb campaign inquiry be attached to the repair order. Audi will not reimburse under this action any duplicate repair work or a repair performed on a vehicle outside the VIN ranges.

Thank you for your cooperation and assistance in this important matter.

Audi Product Compliance

# Safety Recall JV Information

## Frequently Asked Questions & Answers for JV Safety Recall – 2006 Audi A6 Avant Rear Lid Software

This FAQ is intended to provide supplementary information regarding the JV Safety Recall Campaign. For additional information, please refer to the JV Safety Recall Campaign circular that will be posted on ServiceNet.

### ■ What is the problem/what can happen?

Audi has determined that in some 2006 model year Audi A6 Avant 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 vehicles are affected?

Model Year 2006 Audi A6 Avant

The affected VIN ranges are as follows:

2006 A6 Avant (USA)  
WAU \_\_\_ 4F\_6N017015 – WAU \_\_\_ 4F\_6N128643

2006 A6 Avant (CAN)  
WAU \_\_\_ 4F\_6N015585 – WAU \_\_\_ 4F\_6N126139

Dates of Production: May 2005 – December 2005

### ■ What exactly will be repaired on the vehicle and how long will the repair take?

In order to prevent the conditions described above, dealers will install new software. The repair will take less than one hour.

### ■ Can the customer continue to drive the vehicle until the customer receives the recall letter?

Yes, the vehicle can still be driven. However, Audi recommends scheduling an appointment with your authorized Audi dealer without delay.

### ■ What if a vehicle still has the JV recall open?

The customer should go to an authorized Audi dealership, which should properly perform the JV recall. The instructions are still provided in the JV Recall Campaign Circular posted on ElsaWeb and AccessAudi.

### ■ Is a loaner vehicle being offered under this action?

No loaner should be necessary for this campaign. Please refer to the JV Safety Recall circular posted to ElsaWeb and AccessAudi for additional details.

### ■ Will the customer be reimbursed if they previously paid for any repairs due to rear lid gas strut failure?

For customer reimbursement requests, AoA will consider such expenses according to reimbursement guidelines.

### ■ When will this repair be available?

Audi expects dealer notification to take place on or about September 10, 2007 and customer notification will begin on or about September 14, 2007.