

VOLKSWAGEN of America, Inc.

Product Compliance
3800 Hamlin Road
Auburn Hills, MI 48326
Phone: 1 (248) 754-5000
Fax: 1 (248) 754-5093

October 4, 2007

Ms. Patricia Wallace
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

**Subject: Recall Campaigns M7 and JL (07V-375) and
Recall Campaign JV (07V-334)**

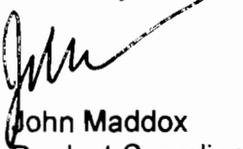
Dear Ms. Wallace:

Pursuant to the requirements set forth in Part 573.6 of Title 49 of the Code of Federal Regulations, we are submitting three (3) copies of the following revised communications for recall campaigns M7/JL (07V-375) and for recall campaign JV (07V-334):

- Dealer Notification
- Customer Notification
- Work Procedure
- Accounting Procedure
- FAQ

If you have any questions or require additional information please contact Chris Sandvig at 248-754-5563 or Maria Cotter at (248) 754-4856.

Sincerely,



John Maddox
Product Compliance Officer

Enclosures

Audi of America, Inc.



SAFETY RECALL INFORMATION

Audi of America, Inc.
3600 Hamlin Road
Auburn Hills, MI 48326
United States of America
www.audiusa.com

September 2007

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

Dear Dealer Principal and Service Manager:

This letter is to inform you that the **Safety Recall JV** has been expanded to include additional A6 Avant vehicles affected and has included some Audi Q7 vehicles.

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.ddsltd.com/>.

Customer assistance

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. Audi will be performing additional customer satisfaction surveys during this campaign to measure the effects this has on customer satisfaction and to determine if pickup and delivery service will be included in future campaigns.



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 – 2006-2008 MY Audi A6 Avant & 2007-2008 MY Audi Q7 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 2006-2008 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 vehicles are affected?

Approximately 2244 Model Year 2006-2008 Audi A6 Avant & 23,360 Model Year 2007-2008 Audi Q7 vehicles are affected.

The affected VIN ranges are as follows:

2006-2008 A6 Avant (USA)
WAU___4F_6N017015 – WAU___4F_8N030731

2006 A6 Avant (CAN)
WAU___4F_6N015585 – WAU___4F_8N016049

2007-2008 Audi Q7 (USA)
WA1___4L_7D001257 – WA1___4L_8D014458

2007-2008 Audi Q7 (CANADA)
WA1___4L_7D005521 – WA1___4L_8D014378

Dates of Production: Audi A6 Avant May 2005 – July 2007; Audi Q7 December 2005 – July 2007

■ 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 approximately 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.

■ 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 ServiceNet 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.

■ Is any additional customer assistance being provided?

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.

■ When will this repair be available?

Audi expects dealer notification to take place on or about September 21, 2007 and customer notification will begin on or about September 27, 2007.

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

REVISED Code: JV

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

September 2007

Revision Summary

Audi has expanded the range of A6 Avant vehicles affected and has included some Audi Q7 vehicles. Revised or additional portions of this document are noted with a "NEW" stamp.

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 will receive a report containing the complete VIN with customer name and address data. Dealers will not receive a report if they have 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 will be 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.dds ltd.com/>.

Owner Notification Mailing

On or about September 27, 2007 Audi will begin customer notification to 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.

Damage Code	Time Units	Work Scope
JV 12	100 T.U.	- Update rear lid control module software – Audi A6 Avant
JV 13	100 T.U.	- Update rear lid control module software – Audi Q7
JV 20	0 T.U.	- Customer refused repairs

*There is NO reimbursement for Vehicle Wash or Loaner Vehicle
The system will enter labor applicable to the code above*

NEW

CUSTOMER ASSISTANCE COVERAGE

PID: JVCA Claim Type: W5

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.

NEW

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	5561 2099	100 TU
4L = Audi Q7	Install new rear lid software	5561 2099	100 TU

NEW

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.

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

Campaign Work Procedure

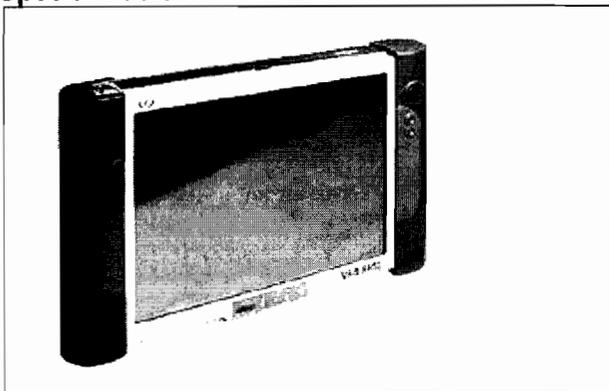
JV Safety Recall Campaign

Parts:

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

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

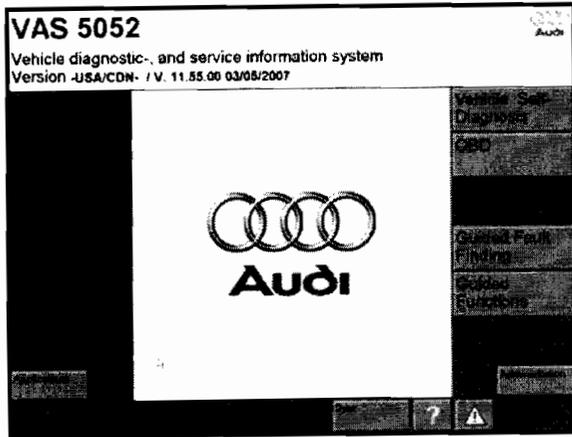
Special Tools:



- Approved battery charger
- ← Vehicle diagnostic, measuring and information systems -VAS 5052-
- Adapter cable VAS 5052/3A
- Network connection cable VAS 5052/13
- Brand CD V. 11.55.00 or later installed

Section A – Deactivating data bus diagnosis interface -J533

- Note:**
- ◆ *In order to perform this work the brand CD 11.55 or higher must be installed on the tester VAS 5052*
 - ◆ *VAS 5051 A or VAS 5051 B cannot be used for this update*
 - ◆ *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*



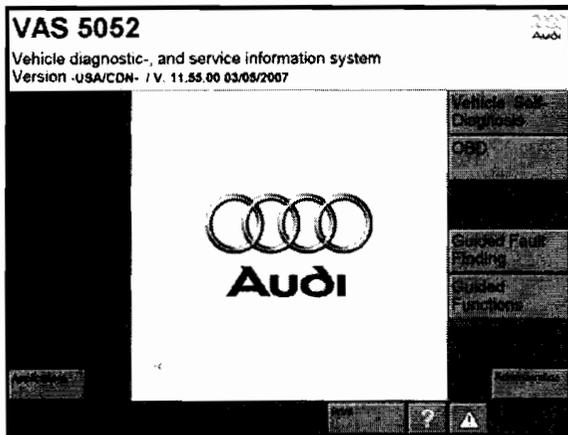
- Connect vehicle diagnostic, testing and information system -VAS 5052- (with online capability) to the vehicle
- Insert the Update CD, Part No. 4L0 906 961 G in the CD drive of the tester
- Connect -VAS 5052- to your workshop network (CPN) using network connection cable
- Insert memory stick so *Diagnosis 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

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*
- ◆ *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)*

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

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.

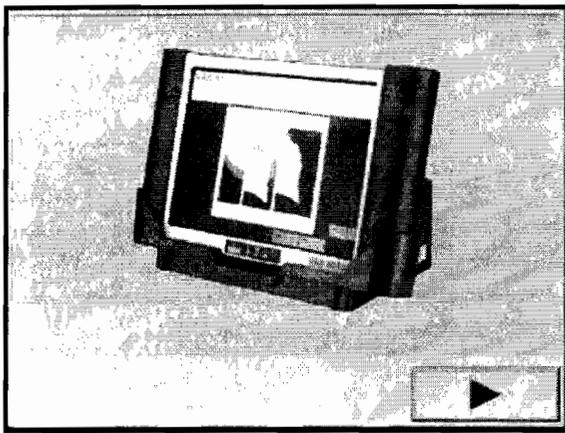


Section B – Software update of tailgate drive

⇐ With vehicle diagnostic, testing and information system -VAS 5052- (with online capability) connected to the vehicle

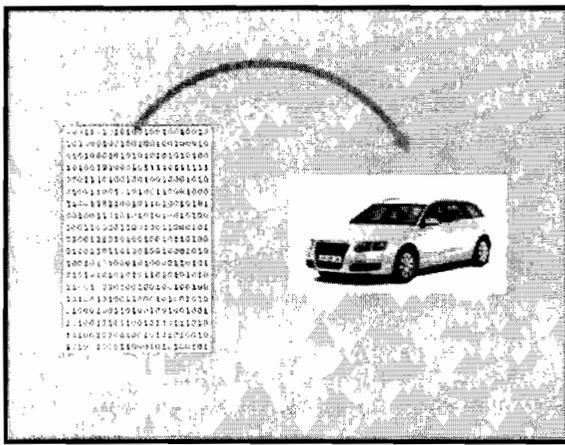
- Select:

Applications>>Start application from CD ROM

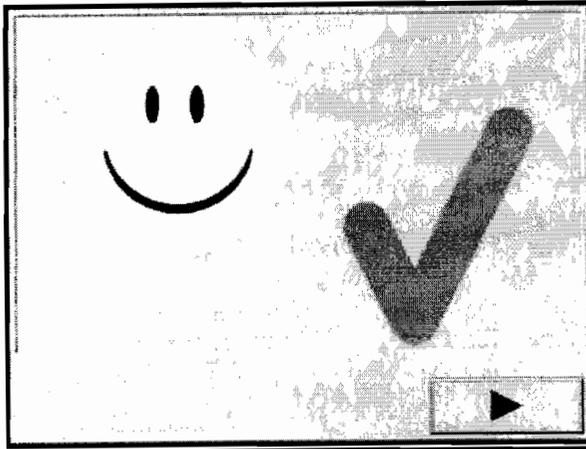


⇐ The start screen shows the -VAS 5052-

- Press the 'Next' button (▶)

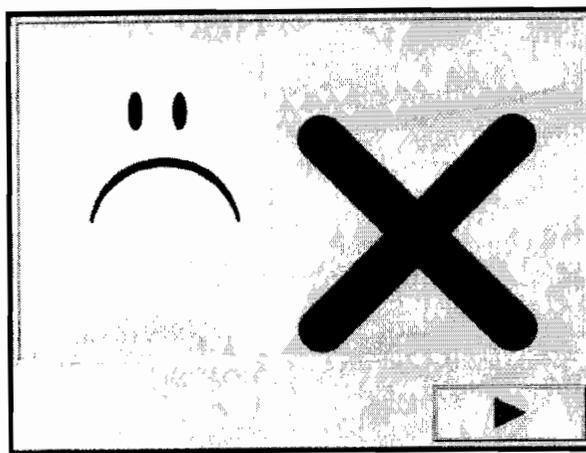


⇐ When this screen is displayed, both tailgate drives will then be flashed. Wait until the software update is completed



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

- Press the 'Next' button (▶)



⇐ 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**

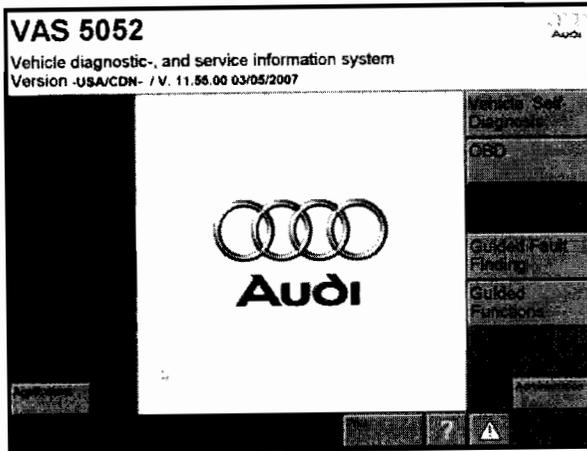


Note:

If the software update of the rear lid is unsuccessful:

- ◆ *open a TAC ticket and contact the Audi Technical Assistance Center (TAC)*
- ◆ *Please have Diagnosis Log from -VAS 5052- ready when contacting TAC*
- ◆ *Check CD installed in -VAS 5052- for proper installation*
- ◆ *Lay -VAS 5052- flat and try update again*

Section C – Activating data bus diagnosis interface –J533



← With vehicle diagnostic, testing and information system -VAS 5052- 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)*

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

Section D – 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

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

REVISION #2 Code: JV

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

October 2007

Revision Summary

Additional software CDs for the VAS 5051B have been provided to dealers. Revised or additional portions of this document are noted with a "NEW" stamp.

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 will receive a report containing the complete VIN with customer name and address data. Dealers will not receive a report if they have 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 will be 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 will begin customer notification to 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

Damage Code	Time Units	Work Scope
JV 12	100 T.U.	- Update rear lid control module software – Audi A6 Avant
JV 13	100 T.U.	- Update rear lid control module software – Audi Q7
JV 20	0 T.U.	- Customer refused repairs

*There is NO reimbursement for Vehicle Wash or Loaner Vehicle
The system will enter labor applicable to the code above*

CUSTOMER ASSISTANCE COVERAGE

PID: JVCA Claim Type: W5

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.

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 61 20 99	- 100 TU
4L = Audi Q7	Install new rear lid software	55 61 20 99	- 100 TU

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.

NEW

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

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.

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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

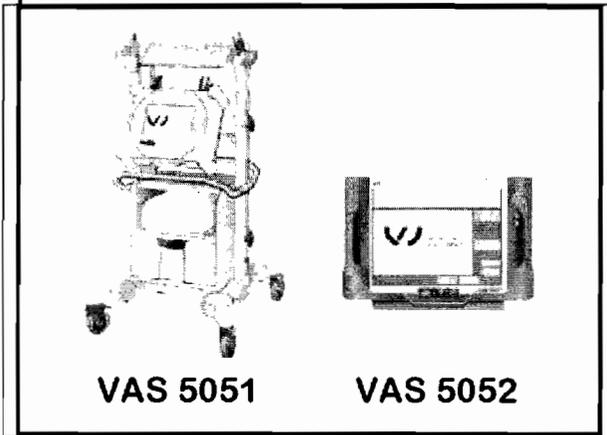
Parts:

<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)

NEW

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

Special Tools:

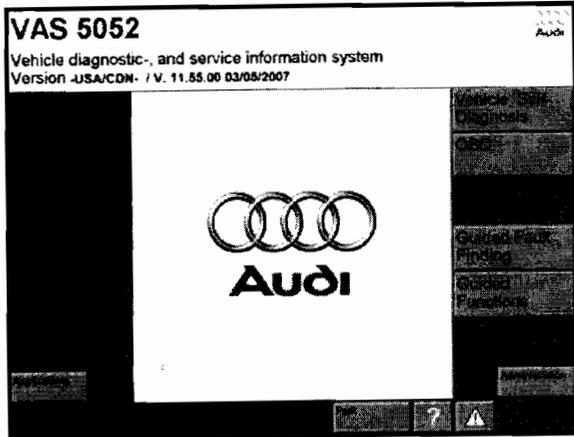


- Approved battery charger
- ← VAS 5051B or VAS 5052 (equipped with Ethernet card and security certificate)
- Adapter cable
- Network connection cable
- Brand CD V. 11.55.00 or later installed

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 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*

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- 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

NEW



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)*

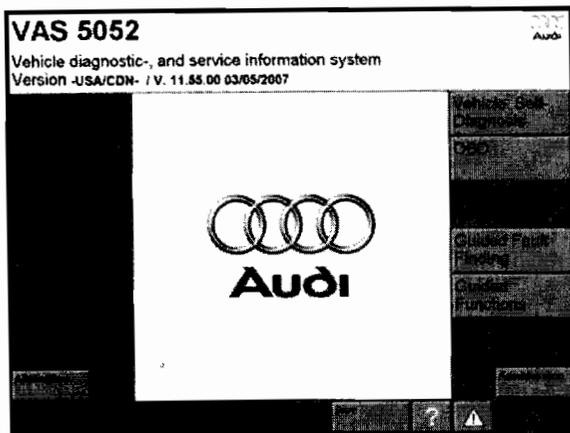
- Answer the Warranty questions accordingly and save the Diagnostic Log when prompted
- Once completed, exit *Guided Fault Finding* via the *Go to* button

Proceed to Section B

Section B – Software update of tailgate drive

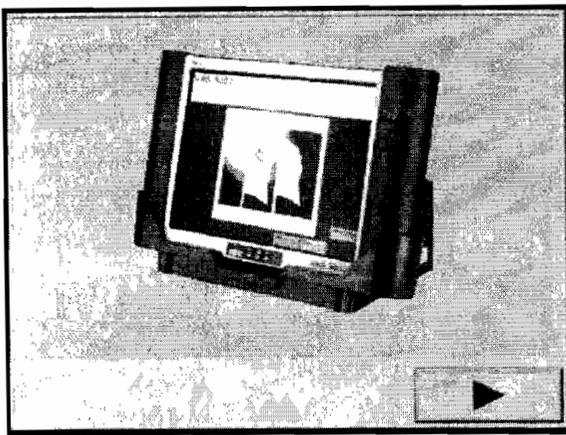
← With vehicle diagnostic, testing and information system -VAS 5051B- or -VAS 5052- (with online capability) connected to the vehicle

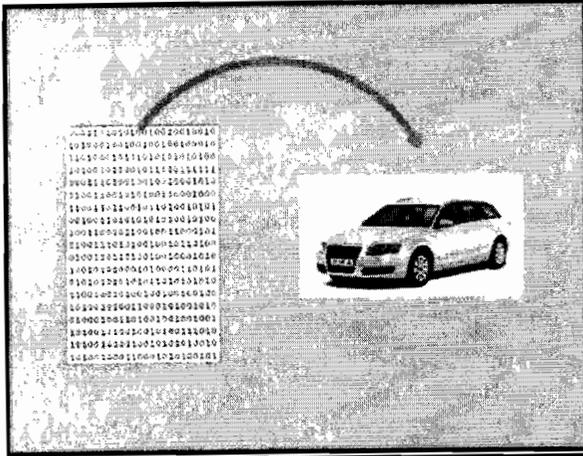
- Select:
Applications>>Start application from CD ROM



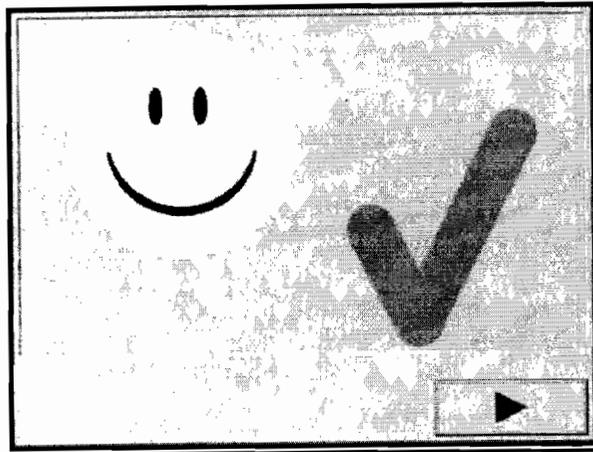
← The start screen shows the tester

- Press the 'Next' button (▶)





← 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

NEW



← 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**

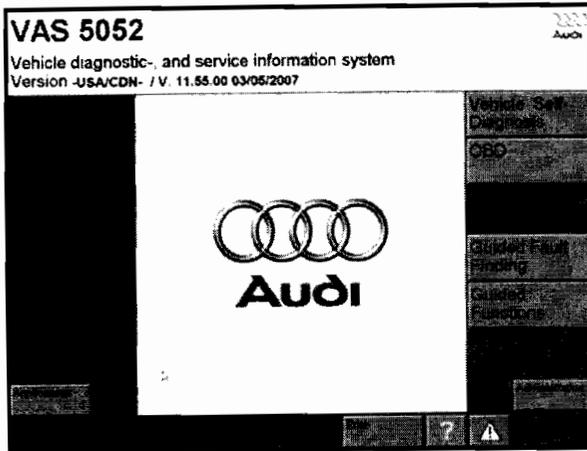


Note:

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

Proceed to Section D

Section D – 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