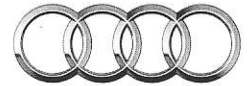


Audi of America, Inc.



Audi

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August 2013

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**Subject: Warranty Extension  
Carbon Buildup Removal - Engine Cylinder Head Secondary Air Ports  
Certain 2009-2012 Model Year Audi Vehicles with 3.2L Engine, and  
Certain 2009-2013 Model Year Audi Vehicles with 3.0T Engine**

Dear Audi Q5 Owner:

As part of Audi's ongoing commitment to our environment, we are informing you of our decision to extend your Emissions Control Systems Warranty to cover cleaning of the engine cylinder head secondary air ports to remove carbon buildup under specific conditions to 10 years or 120,000 miles, whichever occurs first, from the vehicle's original in-service date. The vehicle's original in-service date is defined as the date the vehicle was delivered to either the original purchaser or the original lessee; or if the vehicle was first placed in service as a "demonstrator" or "company" car, on the date such vehicle was first placed in service.

**What is the Problem?**

Audi has determined that, under certain driving conditions, carbon buildup can occur in the engine cylinder head secondary air ports. Due to the presence of specific fault codes caused by this carbon buildup, the Malfunction Indicator Lamp (MIL) on the instrument cluster may illuminate.

The MIL is part of your on-board diagnostic system. Please refer to your owner's manual for additional information about the MIL. In some locales, an illuminated Malfunction Indicator Lamp could cause your vehicle to fail an IM emissions inspection, and your vehicle registration application could be denied.

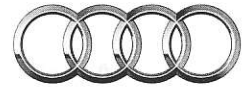
Please be aware that other conditions (unrelated to the issue described in this letter) may cause the MIL in your vehicle to illuminate. Customers should be prepared to cover all diagnosis and repair costs for these other, unrelated conditions.

**What Will Audi Do?**

In our continuing efforts to assure proper performance of Audi vehicles, your dealer will diagnose and, if necessary, clean the engine cylinder head secondary air ports to remove the carbon buildup at no cost to you as long as the vehicle remains within the time and mileage limits of this warranty extension. Please keep this letter with your Warranty booklet and deliver it to any new owner, along with the owner's manual.

**What Does This Warranty Extension Cover?**

This warranty extension covers only the diagnosis and cleaning of the engine cylinder head secondary air ports to remove carbon buildup. And, should you ever sell the vehicle, this warranty extension is fully transferable to subsequent owners.



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### **What is Not Covered Under This Warranty Extension?**

This warranty extension will not cover:

- Any damage or malfunctions caused by installation of non-EPA or non-CARB certified parts, or parts that alter the performance of the engine, engine controls, or exhaust system, such as the installation of engine management components ("chipped" or "tuned" ECMs) not approved by Audi.
- Other conditions *unrelated* to carbon buildup in the engine cylinder head secondary air ports that may cause the MIL to illuminate. These conditions may require repairs that are needed for proper diagnosis of the underlying condition. Any repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle's emission system up to factory specifications are not covered by this warranty extension.
- Damage or malfunctions caused by outside influence, such as damage due to an accident, or vehicle misuse or neglect as well as repairs that are (1) necessary for proper diagnosis of these other conditions or (2) required to bring the vehicle up to factory specifications are not covered by this warranty extension.

### **Warranty Extension Coverage Limitations**

The warranty and maintenance information that came with your vehicle contains information on the limited warranties applicable to your Audi model. Please read these limited warranties carefully to determine your warranty rights and obligations, as this information also applies to the coverage provided to you in this warranty extension.

### **Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this warranty extension, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

### **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 incurred out-of-pocket expenses directly relating to the issue described in this letter, please refer to the enclosed form that explains how to request reimbursement. We would be pleased to review your reimbursement request.

We are pleased to offer this extended emissions warranty and hope that you will continue to be a member of the Audi family. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service