



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION REDACTED PURSUANT TO THE FREEDOM
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1200 New Jersey Avenue SE.
Washington, DC 20590

March 14, 2018

[REDACTED]
Ashland, OR [REDACTED]

NEF-109 nam
Ref. No. 11021989

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2008 Audi A6 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. We regret any inconvenience our delay in responding may have caused you.

NHTSA is the federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We understand your concerns regarding NHTSA Safety Recall Campaign No. 17V-032. The recall addresses a problem with Takata front passenger-side air bag inflator in certain MY 2005 through 2008 Audi A6 vehicles. In the event of a crash necessitating deployment of the front air bags, these inflators may rupture due to propellant degradation occurring after long-term exposure to high absolute humidity and temperature cycling.

As you may know, the Takata air bag inflator recalls are the largest and most complex in U.S. automotive history. These recalls include 19 vehicle manufacturers and currently include approximately 50 million inflators in an estimated 37 million vehicles in the United States alone. Recognizing the many unique challenges in the Takata recalls, NHTSA issued an amended Coordinated Remedy Order in December 2016 with a prioritization schedule for all vehicles affected by the recalls based upon known risk factors such as the age of the inflator, the geographic location of the inflator, and the location of the inflator in the vehicle.

A small number of manufacturers are replacing older Takata air bags with newly manufactured versions of these same Takata parts. Even though these "interim" or "like for like" replacements will eventually need to be replaced as well, you should still have this repair performed if it is offered to you. This is because an older air bag is more likely to explode than a newer version of the same air bag. Replacing the older air bag with a newer version reduces the safety risk in your vehicle until a final replacement air bag can be produced and installed. All owners who receive an interim replacement air bag will still



be provided a free, final repair and should be sure to have that done as well. You will have some time between when the interim air bag is replaced, being that final repairs are scheduled as late as December 31, 2019, for some manufacturers. It is an inconvenience to have your vehicle serviced twice and to wait for a final repair. But rejecting an interim replacement air bag is not worth the continued higher risk of injury or even death to you, your family, and your friends while waiting for the final repair. After the interim replacement air bag is installed, we recommend that you stay in contact with Audi for more information on the exact date of the final repair.

NHTSA appreciates your proposal regarding Audi coming to your location to perform the recall or shipping the recall parts to a local independent repair facility so they can perform the recall. We know that logistics plays a role in completing recalls in certain remote areas where there are few dealers. However, NHTSA has no authority to require manufacturers to facilitate recalls outside of their dealer network system. Recalls and warranty repairs must be performed at authorized dealerships or repair facilities for various reasons (e.g., safe and adequate facility, insurance, property damage liability, essential tools and equipment, productivity, etc.). Also, manufacturer's recalls are administered through their warranty system, which are linked to the dealer's business system. In addition, NHTSA no authority to compel Audi to reimburse you for your mileage or any other expenses you incur related to the recall.

When you receive a notification that parts are available, you should contact your dealer to schedule a service appointment immediately. If you are unable to schedule an appointment after receiving a notice that parts are available, you should notify the agency so that we may investigate whether the vehicle manufacturer has violated the Coordinated Remedy Order. You can file a complaint on our website at <https://www-odi.nhtsa.dot.gov/VehicleComplaint/> or via NHTSA's Vehicle Safety Hotline at 888-327-4236.

For the most up-to-date information on the Takata recalls, we also encourage your constituent to visit our website at www.nhtsa.gov/recall-spotlight/takata-air-bags.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement