Safety Recall JQ Information

Frequently Asked Questions & Answers for Safety Recall Campaign JQ

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

■ What vehicles are affected?

Affected Model Year 2004 and 2005 Audi A8 vehicles that were produced between February 2003 and June 2005.

The affected VIN range is as follows:
WAU_ _ _4E_4N000392 - WAU_ _ _4E_5N017118 (USA - including Puerto Rico)
WAU_ _ _4E_4N000462 - WAU_ _ _4E_5N016266 (Canada)

Note: please refer to ElsaWeb for accurate information regarding specific vehicles applicable to JQ Safety Recall campaign.

■ How many vehicles are affected?

Approximately 7,674 vehicles are affected in the U.S. (including Puerto Rico) and 375 in Canada.

■ What is the issue?

As a result of a supplier quality issue during the production of the driver's frontal airbag, the airbag may not unfold properly in the event of a crash.

■ What can happen?

In the event of a crash, the driver's frontal airbag may not inflate as designed, increasing the risk of injury to the occupant.

■ Can the customer drive the vehicle until it is repaired?

Yes, the vehicle can still be driven, although Audi strongly recommends making an appointment to have the driver's frontal airbag replaced without delay.

■ What if the vehicle's airbag light is on?

If the airbag warning light in the instrument cluster of the customer's vehicle is illuminated, the customer should bring his or her vehicle to the nearest authorized Audi dealer as soon as possible so that the airbag system may be properly inspected.

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

Dealers will install a new driver's frontal airbag your vehicle. The replacement of the driver's frontal airbag should take approximately one and one-half hours.

■ Is a loaner vehicle being offered under this action?

A loaner may be provided from dealer's Service Loaner Program. However if the dealer does not belong to the Service Loaner Program, the dealer may utilize the Goodwill coverage to obtain alternate transportation for the customer.

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■ **Will the customer be reimbursed if they previously paid for replacement of the driver's frontal airbag?**

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

■ **Is any additional Goodwill coverage being provided?**

For any additional Goodwill coverage, please refer to the guidelines posted in the JQ Safety Recall Campaign circular.

■ **When will this repair be available?**

Audi expects that dealer notification will take place on or about October 2, 2006 and customer notification will take place on or about October 6, 2006.