

Audi of America, Inc.



Audi

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 248 754 5000
www.audiusa.com

Date: December 15, 2011
To: All Audi Dealers, General Managers, Service Managers, Sales Managers, Parts Managers and Warranty Administrators
From: Audi Product Compliance
Subject: Mandatory Stop-Sale Order & Voluntary Safety Recall 69I5
2012 Model Year Audi A6
Sideguard® Head Curtain Airbag – United States Only

Voluntary Safety Recall 69I5

Important Reminder on Vehicles Affected by Safety and Compliance Recalls
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.

As previously communicated, Audi has notified the NHTSA of a voluntary safety recall affecting a small number of 2012 model year Audi A6 vehicles in the United States.

- According to our records, there are approximately 35 affected vehicles in dealer inventory under a mandatory stop-sale order.
- In total, Audi has identified 317 vehicles affected by this voluntary safety recall in the United States.

What is the Problem?

Due to a production problem in the stitching process of the Sideguard® head curtain airbag cushion on one production day, the seam of the airbag may not be stitched properly. Because of this, the head curtain airbag may not deploy in a crash, increasing the risk of injury to vehicle occupants. Audi is not aware of any case with an injury or death caused by this issue.

What Does the Repair Procedure Involve?

Dealers will replace the left and/or right Sideguard® head curtain airbag at no charge to customers.



Audi

What Should Dealers Do?

- Because parts for this action are blocked and must be ordered by VIN, please check ElsaWeb when setting customer appointments to ensure that the correct parts are ordered.
- Per the customer letter, please remind the customer to bring all vehicle keys with them to their service appointment as a precaution.
- All affected vehicles (both inventory and customer vehicles) are now activated in ElsaWeb.
- On December 13, 2011, the affected inventory vehicles appeared on dealer AIM reports with the recall code **69I5**. Dealers can check their AIM report to see if they have any in-stock vehicles affected by this recall and mandatory stop sale.
- Audi contacted all dealers with affected inventory via telephone to confirm that the affected vehicle(s) are at the dealership, and to place Warranty Red Orders for the required replacement parts. A confirmation email for the parts order was sent to the Parts Manager at each affected dealership. Please contact your Parts Manager to find out if the replacement parts have arrived at your dealership.
- Please keep any affected inventory vehicle in a secure area where it cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Parts Allocation Information

- All parts for this repair are now available, however, have been placed on order block. Dealers are to contact Special Services at vwoaspecialservices@vw.com and order the parts by VIN.
- In the interim, if any customer indicates that they are concerned about driving their vehicle before the campaign repair has been made, dealers are asked to arrange alternate transportation (i.e.: Audi A6 or higher level loaner vehicles or shuttle service) for the customer.

Customer Mailing

Customer mailing is anticipated to take place on or about December 16, 2011.

Code Visibility

The recall code **69I5** is visible on all affected vehicles.

Allocation List Release Date

On or about December 15, 2011 we will make allocation lists available under My Dealership Reports on AccessAudi prior to customer notification.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

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

Audi Product Compliance