

IMPORTANT SAFETY RECALL

Audi of America, Inc.



**DRAFT 12/12/2011**

Audi of America, Inc.  
3800 Hamilin Rd.  
Auburn Hills, MI 48326  
www.audiusa.com

<CUSTOMER NAME>  
<CUSTOMER ADDRESS>  
<CUSTOMER CITY STATE ZIPCODE>

<MONTH YEAR>

**Vehicle Identification Number (VIN):** <VIN>

**RECALL CRITERIA ID:** <CRITERIA>

**Subject: Safety Recall 69I5/K4  
2012 Model Year Audi A6  
Sideguard® Head Curtain Airbag**

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 2012 model year Audi A6 vehicles. Our records show that you are the owner of one of these vehicles.

**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.

**What Will Audi Do?**

Dealers will replace the left and/or right Sideguard® head curtain airbag for you free of charge.

**What We Would Like You to Do**

Please contact your authorized Audi dealer to schedule a repair appointment without delay. This work will take about three hours, and will be performed at no cost to you. 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.

Please ensure that you bring all vehicle keys with you to your repair appointment.

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**Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to 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 paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Service Help from Us**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Audi of America, Inc.  
Attn: Customer Relations – Hills East (69I5/K4)  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-253-2834*

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., 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 also invite you to visit our website at [www.audiusa.com](http://www.audiusa.com) where you can check to see if this or any other action may be open on your vehicle.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Product Quality & Technical Service