



Frequently Asked Questions (FAQ) Voluntary Safety Recall 69I5

SUMMARY

- **Campaign Code:** 69I5
- **Launch Date:** Inventory vehicles – December 13, 2011 / Customer vehicles: Anticipated January 2012
- **Code Visibility Date:** Inventory vehicles – December 13, 2011 / Customer vehicles: Anticipated January 2012
- **Customer Notification Date:** Anticipated January 2012
- **Circular Release Date:** Inventory vehicles – December 13, 2011 / Customer vehicles: Anticipated January 2012
- **Allocation List Release Date:** Anticipated January 2012

■ **Affected Vehicles:**

United States – 2012 MY Audi A6

Canada: None

Number of Vehicles Affected:

USA: 35 inventory, 317 total

Canada: None

Problem Description: 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 cause by this issue.

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

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/Canadian Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.

Can the vehicle be driven until it is repaired?

Yes, affected vehicles can continue to be driven as usual. However, customers are encouraged to have their make an appointment with their authorized Audi dealer without delay once they receive their recall notification.

How can dealers assist customers who indicate that they are concerned about driving their vehicle before the repair is made?

Currently, a very limited supply of repair parts is available, and an initial parts allocation has been sent to dealers to address specific affected inventory vehicles. Prior to campaign release in January 2012, if the customer has indicated they are concerned about driving their vehicle before the campaign repair has been made, dealers are asked to arrange alternate (i.e.: Audi A6 or higher level loaner vehicles or shuttle service) transportation for the customer, and give priority to the vehicle repair once parts become available. Contact Warranty to verify vehicle eligibility for this recall.

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.

Is a loaner vehicle being covered under this action?

Customers requiring a loaner vehicle should be covered under the existing alternative transportation program with an Audi A6 or higher level loaner vehicle, or offered shuttle service.

Is towing being covered under this action?

No.

What is the customer notification plan?

Customer notification is based on anticipated parts availability, and is planned for January 2012.

What should dealers do if they have any affected vehicles in inventory, and when will the repair parts and repair instructions become available?

On December 1, 2011, Audi contacted all dealers with affected inventory vehicles 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. Dealers should contact their Parts Manager to find out if the replacement parts have arrived at the dealership.

Dealers can also use their AIM report to identify any affected vehicles that may be in their inventory. These vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Audi is working diligently to acquire the necessary parts to help address customer vehicles impacted by this safety recall, and we anticipate a January 2012 launch timeframe.

Repair instructions will be provided as soon as they become available.

What should dealers do if they have any affected vehicles in inventory?

Affected inventory vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until the recall repair has been performed.

Will Audi be compensating dealers for floor planning related to affected inventory vehicles?

Yes.

Will Audi alter the current CES process during this recall?

No, the current CES process will remain unchanged. We will continue to survey the customers and monitor customer feedback closely.

Can a dealer deliver a new vehicle affected by this recall to a customer before the recall repair has been completed?

No. Under no circumstances should a new vehicle affected by this recall be delivered to a customer until such time that the recall repair has been completed. 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.

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If a customer incurred out-of-pocket for expenses directly relating to this issue, can they apply for reimbursement under this campaign?

In the event that a customer incurred out-of-pocket expenses directly related to this campaign, they can apply for reimbursement. Customers should refer to the reimbursement instructions enclosed with their campaign notification letter, or they can contact Audi Customer Relations directly for reimbursement instructions.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

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