

IMPORTANT INFORMATION

Please inform and provide a copy of this document to every person in your dealership with campaign-related responsibilities, including Service, Parts and Accounting personnel. 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. **If you have questions regarding this or any other campaign, please contact Warranty.**



Safety Recall

Code: 69K5

**Subject: 2013 – 2015 Audi A4, S4 and allroad
Airbag Control Unit Deployment Parameter**

October 24, 2014

Problem Description

In rare cases, it is possible that the front airbags in the affected vehicles may not deploy in a crash as designed, due to an improper algorithm/coding within the airbag control module. Front seat occupants may not have the intended protection from the frontal airbag system in a secondary impact, putting them at risk for injury.

There have been no reports of accidents or injuries as a result of this concern in the United States.

Corrective Action

Update the air bag control module parameters using Software Version Management.

Affected Vehicles

U.S.A. and CANADA:

2013 – 2015 A4, S4 and allroad

Verify the open Campaigns/Actions screen in Elsa to determine if the VIN# applies to this Campaign/Action

NOTE:

- *Elsa is the only valid campaign inquiry/verification source. Check Elsa on the day the campaign work will be performed to verify vehicle eligibility for the repair in order to receive claim payment consideration. Campaign status must show "open".*
- *If this repair appears to have already been performed on the vehicle but the code still shows open in Elsa, contact Warranty before proceeding further, e.g. a dealer may have recently performed this repair but not yet entered a claim for it in the system.*
- *Elsa may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this campaign.*
- *Contact Warranty if you have any questions.*

Inventory Vehicle Open Campaign/Action Report (AIM)

On or about October 24, 2014 affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & AIM). A list will not be posted for dealers who do not have any affected vehicles.

Parts Information and Allocation

No parts will be needed for this campaign; therefore no parts will be allocated for this recall.

Owner Notification Mailing

The customer mailing is anticipated to take place in November 2014. A sample copy of the owner letter is enclosed.

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.

Claim Entry Procedure

Immediately upon completion of the repair work, enter the Applicable Criteria ID and Repair Operation from the following chart. **The Applicable Criteria ID is shown in Elsa.** Claims will only be paid for vehicles that show this campaign open in Elsa on the day of the repair. To help ensure prompt and proper payment, attach the screen print to the repair order.

Saga Claim Entry Procedure

Check Elsa to determine if this campaign is open.

Service No.: 69K5

Damage Code: 0099

Parts Manufacturer

Removed part: Use vendor code 002

Sold vehicle = 7 10

Unsold vehicle = 7 90

Accounting Instructions

Criteria I.D. 02

Connect battery charger

Repair operation: 2706 89 50 10 T.U.

--And--

Update the air bag control module parameters via SVM

Repair operation: 6953 25 99 Time stated on diagnostic protocol (max 30 TU)

There is NO reimbursement for Vehicle Wash or Loaner

If customer refused repairs

U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.

Canadian dealers: Fax the Repair Order to Warranty at (905) 428-4811 and provide VIN, applicable Service Number, Customer Information, Dealer Number and Date.

Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69K5 – Airbag Control Unit Deployment Parameter
2013-2015 Model Year Audi A4, S4 and allroad**

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 2013-2015 model year Audi A4, S4 and allroad vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In rare cases, it is possible that the front airbags in the affected vehicles may not deploy in a crash as designed, due to an improper algorithm/coding within the airbag control module. Front seat occupants may not have the intended protection from the frontal airbag system in a secondary impact, putting them at risk for injury.

What will we do? To help correct this defect, your authorized Audi dealer will update the airbag control module deployment parameter. This work will take less than an hour to complete and will be performed for you free of charge.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. 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.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, 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.

Can we assist you further? 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 Experience (69K5)
3800 Hamlin Road, Auburn Hills, MI 48326
1-800-253-2834
www.audiusa.com

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN). As always, if you have any questions or if you need additional assistance, please contact Customer Experience or your authorized Audi dealer.

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 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 Compliance

Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69K5 – Airbag Control Unit Deployment Parameter
2013-2015 Model Year Audi A4, S4 and allroad**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in some 2013-2015 model year Audi A4, S4 and allroad vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? In rare cases, it is possible that the front airbags in the affected vehicles may not deploy in a crash as designed, due to an improper algorithm/coding within the airbag control module. Front seat occupants may not have the intended protection from the frontal airbag system in a secondary impact, putting them at risk for injury.

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Can we assist you further? 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 Canada
Attn: Customer Relations (69K5)
PO Box 842, Stn. A
Windsor, ON N9A 6P2
1-800-822-2834
www.audi.ca

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 Compliance

If there are questions regarding the work procedure:

- U.S. dealers, contact Warranty
- Canadian dealers, open an ATA ticket using concern group “Compliance_Recall Assistance (C)”

Required Tools:



- Diagnostic tester



- Battery charger with charging current of **at least 30A.**

Work Procedure

Applicable Criteria ID (s)	Campaign/Action Status
01	Open

EXAMPLE

Section A – Check for Previous Repair

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen

Tip: On the date of repair, print this screen and keep a copy with the repair order

- ◀ Ensure that the Status is “Open” <arrow 2>
- ◀ Note the Applicable Criteria ID <arrow 1> for use in determining the correct work to be done and corresponding parts associated

Proceed to Section B.

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by “do-it-yourselfers,” and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2014 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Section B – SVM Update Instructions




VAS 6150 & VAS 6150A
(Front panel behind handle)




VAS 6150B
(Middle right side behind WIRELESS door)



VAS 6160/-VPC
(Upper left side behind SC/EX door)

 Note: If the Bluetooth wireless VAS 5054A transmitter head is used in conjunction with a VAS tester, the transmitter head **MUST BE** connected with a USB cable to the tester.

 Warning: The Bluetooth function of the scan tool **MUST BE PHYSICALLY SWITCHED OFF** prior to performing this update.
<See pictures>

- Open the hood
- Attach an appropriate battery charger to the vehicle battery.
- Attach the scan tool to the vehicle.
- From the home screen of the scan tool select Flash.
- Follow the on-screen prompts
- Enter SVM code **69K5A970**.

- Select “SVM code input”.
- Follow the on-screen prompts
- Close the hood

Continue to Section C

Section C – Campaign Stamp

- ← Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG).

I certify that this campaign has been performed in strict accordance with the applicable Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

ALL WORK IS COMPLETE