



Audi

Frequently Asked Questions (FAQ)

SUMMARY

Campaign Code: 74D1

Affected Vehicles: 2012-2013 Model Year Audi A6 and A7 with Heated/Cooled Seats

Problem Description: In affected vehicles with climate control seats (heated/cooled), the Passenger Occupant Detection System (PODS) control module can malfunction due to stress/wear factors affecting an internal connector and/or a body-sensing mat in the seat. Should a malfunction occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag monitoring light and by the status of the Passenger Airbag OFF indicator light. In this situation, a front passenger seat occupant risks injury in a crash because a malfunctioning PODS system may not make the correct airbag deployment decision for the type of occupant seated there.

Corrective Action: Install a PODS system repair kit.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. 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.

Pre-Owned Vehicles in Dealer Inventory: Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.

Are there any precautions that customers should take prior to having this campaign performed?

As with any safety recall, it's important to have an affected vehicle repaired by an authorized Audi dealer without delay. In the interim, should a malfunction occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag monitoring light and by the status of the Passenger Airbag OFF indicator light. In this situation, a front passenger seat occupant risks injury in a crash because a malfunctioning PODS system may not make the correct airbag deployment decision for the type of occupant seated there.

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

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair has been performed.

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.

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.

What is the parts allocation plan for this action?

There will be a limited parts allocation. To help avoid delays or inconveniencing customers, ensure that parts are on hand to address scheduled customer appointments. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to aoaupperorderlimits@audi.com.

FOR USA ONLY:

audiusa.com VIN Lookup Tool Visibility / NHTSA safecar.gov VIN Lookup Tool Visibility

On or about **February 04, 2016**, the campaign code will appear for affected vehicles in both the audiusa.com and the NHTSA safecar.gov VIN lookup tools. Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by visiting the **Recall/Service Campaign Lookup** tool at www.audiusa.com and entering the Vehicle Identification Number (VIN).

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