

Audi of America, Inc.



Date: July 6, 2016
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, Parts Manager, General Manager
From: Audi Customer Protection
Subject: Safety Recall 69M1- Side Airbag Inflators
2015 Model Year Audi Q5

We would like to inform you of an upcoming Safety Recall. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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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.

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

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



Audi

CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall		
SAGA CODE	69M1		
MARKET(S)	United States and Canada		
AFFECTED VEHICLES	2015 MY Audi Q5		
TOPIC	Side Airbag Inflators		
PROBLEM DESCRIPTION	The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator rupture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing serious injury or death to vehicle occupants.		
CORRECTIVE ACTION	Replace all side airbag modules produced within a specific period.		
CUSTOMER NOTIFICATION DATE	July 2016		
ELSA VISIBILITY DATE	On or about July 7, 2016		
OMD Web VISIBILITY DATE	On or about July 7, 2016		
VEHICLE COUNT	TOTAL AFFECTED	USA: 588	CANADA: 112
APPROXIMATE REPAIR TIME	Up to 160 TU		
SPECIAL TOOLS NEEDED?	SEE CAMPAIGN WORK PROCEDURE		
PARTS REQUIRED	SEE CAMPAIGN WORK PROCEDURE		
MANDATORY AIRBAG PARTS RETURN	<p>⚠ WARNING</p> <p>DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.</p> <p>Refer to instructions in the 69M1 campaign circular for important airbag part return details.</p>		
ADDITIONAL INFORMATION	<p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> 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.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>		

IMPORTANT! 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. See the campaign circular on Elsa for the most current repair information. Refer to the campaign circular for complete repair and claiming instructions.