



Date: February 01, 2017
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager
From: Audi Customer Protection
Subject: Repair Launch for Certain Vehicles Included in Safety Recall 69N1 – Takata SDI Driver Frontal Airbag Inflator

We would like to inform you that repairs can begin for certain Audi Q5 vehicles affected by safety recall 69N1. Please refer to the attached Campaign Data Sheet for additional information.

This recall is being managed according to the requirements mandated by the NHTSA in the Coordinated Remedy Order. Transport Canada is following the same requirements. Vehicles affected by this recall fall into the following priority groups established by the NHTSA as shown below:

Priority Group	Sufficient Supply & Interim Remedy Launch Deadlines
Priority Group 4	March 31, 2017
Priority Group 5	June 30, 2017
Priority Group 6	September 30, 2017

Additional information about the NHTSA priority groups and the Takata recall can be found at www.safercar.gov or www.tc.gc.ca/takata-recalls and www.tc.gc.ca/rappels-takata.

Dealers should ensure that the most current version of the 69N1 recall circular has been reviewed by all dealership personnel with campaign-related responsibilities.

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)



CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	69N1
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2009-2013 MY Audi vehicles equipped with a Takata SDI driver frontal airbag
TOPIC	TAKATA SDI Driver Frontal Airbag Inflator
CRITICAL CAMPAIGN INFORMATION	Ensure that all dealership personnel with recall-related responsibilities read the CRITICAL INFORMATION section of the 69N1 recall circular.
PROBLEM DESCRIPTION	Takata has reported that the driver frontal airbag inflator could potentially rupture (due to propellant degradation occurring after long-term exposure to absolute high humidity and temperature cycling) if the vehicle is involved in a crash where the frontal airbags are designed to deploy. In the event of an inflator rupture, metal fragments could pass through the airbag cushion material, which may result in serious injury or death to vehicle occupants.
CORRECTIVE ACTION	<p>Perform an <u>interim</u> repair to replace the driver frontal airbag inflator with a newly manufactured version.</p> <p>The National Highway Traffic Safety Administration (NHTSA) has concluded, based on information it has collected, that the age of the inflator, temperature cycling, and environmental moisture are likely the root cause of rupturing. Therefore, replacing the older inflator with a newer version reduces the safety risk associated with the vehicle until a final remedy is available.</p> <p>All vehicles repaired with this <u>interim</u> remedy will be offered a free-of-charge final remedy at a future date. Customers will be notified again via first-class mail when the final remedy is available.</p>
PRECAUTIONS	<p>Owners are advised to have the inflator replaced as soon as possible and not wait for the final remedy. If a vehicle with a recalled Takata airbag inflator is involved in a crash with airbag deployment, the inflator could rupture and send shrapnel toward everyone in the vehicle. People have been killed and seriously injured by this defect.</p> <p>Owners are also advised to inform all other drivers and passengers of an affected vehicle about this important information.</p>
CUSTOMER NOTIFICATION DATE	Owners will be notified as parts become available for each priority group as mandated. See the recall circular for additional information. We anticipate the first group of letters will begin mailing in February 2017.
ELSA/OMD Web VISIBILITY DATE	On or about February 02, 2017
SPECIAL TOOLS NEEDED?	SEE CAMPAIGN WORK PROCEDURE
PARTS INFORMATION	<p>Inflator part supply is limited industry-wide and will continue to be so due to supplier capacity constraints and demand from all vehicle manufacturers.</p> <p>Due to limited parts supply and focus on highest-risk priority groups, dealers should not expect to keep stock on hand at all times. Rather, dealers should ensure their allocated parts are installed on the priority group vehicles that are released for repair.</p> <p>See the recall circular for additional information.</p>



EXPIRATION DATE	NONE
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>