



Date: March 07, 2017

To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager, General Manager & Parts Manager

From: Audi Customer Protection

Subject: Takata Airbag Safety Recall Update – March 2017

On March 08, 2017, Audi Takata airbag safety recall codes 69N1 and 69N2 will have repair information available for certain affected vehicles. Please refer to the campaign circulars published for these actions for additional, important information.

As a reminder:

- These recalls are being managed according to the requirements mandated by the NHTSA in the Third Amendment to the Coordinated Remedy Order. Transport Canada is following the same requirements. 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.
- Inflator part supply is limited industry-wide and will continue to be so due to supplier capacity constraints and demand from all vehicle manufacturers.
- **Due to limited industry supply and climate variances the NHTSA has created priority groups to help ensure the highest priority vehicles are remedied first.** These factors are the age of the inflator (with older presenting a greater risk), geographic registered history of the vehicle (with prolonged exposure to high absolute humidity (Zone A) presenting a greater risk), and location of the Takata inflator in the vehicle.
- The NHTSA has created the priority groups based on testing, field experience, and research. Older inflators in vehicles that have experienced prolonged exposure to hot and humid conditions pose a much greater risk of rupturing. Accordingly, the NHTSA has ordered manufacturers to replace inflators in older vehicles that are most likely to have been exposed to prolonged hot and humid conditions first.
- Part allocations will be prioritized to ensure availability for customer vehicles that fall within the highest-risk locations for the priority groups.
- Dealers are expected to manage the limited allocations they receive carefully and schedule customers accordingly to ensure that the highest-risk customer vehicles are repaired promptly and without unreasonable delay.
- 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.
- Refer to each campaign circular to help identify which priority group is released for repair. The criteria for each VIN may be found in Elsa in the Campaigns/Actions screen. As new priority groups are released for repair, this will be updated. Please ensure that you are using the latest version of the circular available in Elsa.

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.

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- Parts will be allocated prior to campaign launch and repair availability for each priority group. You may not have received an allocation if your dealership was projected to not have affected vehicles in your area.
- Future replenishments/allocations will be based on paid SAGA claims for priority groups that have been released for repair with the respective part number. These replenishments/allocations are expected to be sent weekly.
- **All SAGA claims will be stopped** for review to ensure the appropriate priority level.
- Do not call a Parts Specialist to request additional parts. These requests cannot and will not be fulfilled.

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