

Takata Customer Facing FAQ

Q1: What vehicles are included in this recall?

This recall pertains specifically to the Takata SDI and PSDI-5 inflator for the driver frontal airbag.

Affected Vehicles:

Takata SDI Inflators:

- ▶ Certain MY 2009-2013 Q5
- ▶ Certain MY 2010-2014 A5 Cabriolet

Takata PSDI-5 Inflators:

- ▶ Certain MY 2006-2013 A3
- ▶ Certain MY 2007-2009 A4 Cabriolet

Models and model years not mentioned have driver-side front air bag systems that were produced with different inflators and are therefore not included in this recall.

Additional information can also be found on: <http://www.safercar.gov/rs/takata/index.html>

Q2: How did Audi become aware of this issue?

Audi became aware of this issue from Takata and the NHTSA.

Q3: Is my vehicle included in this recall?

To verify whether your vehicle is impacted by this recall, enter your 17-character VIN (Vehicle Identification Number) using the VIN search tool available on <http://web.audiusa.com/recall/> or <http://www.safercar.gov>.

Your VIN can be located on the lower left corner of your vehicle's windshield, on your vehicle's registration card, or it may also be shown on your insurance card.

Q4: What is the issue?

Takata has stated that the driver frontal airbag inflator could rupture 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 air bag cushion material, which may result in serious injury or death to vehicle occupants.

Audi is not aware of any ruptured SDI or PSDI-5 inflator in any Volkswagen Group vehicle worldwide.

Q5: Are affected vehicles safe to drive?

When the U.S. National Highway Traffic Safety Administration (NHTSA) Administrator was asked this question during a press conference in May 2015, he encouraged customers to bring their vehicles in for service as soon as they are notified that the parts are available and said that they should continue to drive their vehicles until then.

Additional information can also be found on the NHTSA website: <http://www.safercar.gov/rs/takata/index.html>

Q7: Is this recall comparable to similar recalls being conducted by other automakers?

Yes, this recall is similar to the Takata driver side airbag issues at other auto manufacturers.

Q8: What measures will Audi take to resolve this issue?

Dealers will replace the airbag inflator in affected vehicles at no cost to our customers.

Q9: Are there any warnings that this condition exists?

There is no way to detect if your car might have an airbag inflator potentially at risk of rupturing upon deployment in a crash.

If the airbag light is on in your vehicle, it is not related to this recall issue. Contact your authorized dealer without delay to make arrangements to have the problem diagnosed and repaired.

Q10: Do I have to wait for a recall repair letter before I can have my vehicle fixed for this recall issue?

Yes. Audi is in the process of obtaining the necessary parts, tools and defining the procedure(s) to rectify this issue. Once this is available, you will be instructed to schedule an appointment with your dealer for repair.

Q11: Can I bring my vehicle in today for repair?

Parts required to complete this recall are not yet available, so your dealership is unable to complete your recall repair at this time. Once replacement parts are available, you will receive an additional letter directing you to schedule this repair with your authorized Audi dealer.

Q12: When do you expect parts to be available for this repair?

Due to the scope and nature of this recall, and because parts supply information is not yet available, it is too early to say when the repair parts will be available.

Q13: Is a loaner vehicle being provided while Audi waits for parts to become available?

Yes. If replacement parts are not available, Audi has authorized dealers to provide or assist customers with alternate transportation, subject to availability.

Q14: Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability

Q15: What is the difference between the existing and the repair parts?

Specific repair information is not yet available. Audi is in the process of obtaining the necessary parts, tools and defining the procedure(s) to rectify this issue.

Q16: Should I ask my dealer to deactivate my driver frontal airbag until it can be replaced?

The National Highway Traffic Safety Administration (NHTSA) does not recommend this approach. Audi dealers are not authorized to disconnect any airbag system as part of this safety recall action.

Q17: I understand that this recall is for the driver frontal airbag. What about the other airbags in my vehicle?

This recall only affects the driver frontal airbag; other airbags in your vehicle are not affected by this recall.

Q18: I have had the driver airbag in my vehicle replaced previously. Does this mean I won't need to have a repair performed under this safety recall?

If your vehicle is identified as needing repair under this recall, the recall work will need to be done regardless of whether or not a previous airbag replacement was performed.

Q19: Will the recall include another airbag produced by Takata?

Specific repair information is not yet available. Audi is in the process of obtaining the necessary parts, tools and defining the procedure(s) to rectify this issue.

Q20: How will I be informed of this recall?

If your vehicle is affected, you will receive an interim notification letter in April 2016 advising you of this recall. Once a repair and replacement parts are available, you will receive an additional letter directing you to schedule this repair with your authorized Audi dealer.

This communication will be clearly marked as important safety information and have the Department of Transportation (DOT) and National Highway Traffic Safety Administration (NHTSA) logos.

If you do not receive a notification, but feel your vehicle might be affected, you can enter you 17-character VIN (Vehicle Identification Number) into the VIN search tool available on <http://web.audiusa.com/recall/> or <http://www.safercar.gov> to confirm.

Q21: I'm in the military overseas with vehicle. If my car is affected by this recall, how do I get it taken care of?

Overseas military personnel will receive notices like U.S. customers, and be similarly directed when to schedule the remedy service with their authorized Audi dealer.

Q22: Where can I get more information about the Takata airbag inflator recalls?

Customers can visit NHTSA's Takata Recall website <http://www.safercar.gov/rs/takata/index.html> for comprehensive information about this recall.