



NHTSA: 17V001

**Safety Recall 69P1 - Head Curtain Airbag Canister
Certain 2011-2017 Model Year Audi Q5 with Panoramic Sunroof**

Your dealer will have parts available to begin repairing vehicles affected by this recall starting on March 20, 2017. Please contact your authorized Audi dealer at that time to schedule this recall repair.

IMPORTANT SAFETY RECALL

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 17V001

IMPORTANT!

**Urgent Information about Safety Recall 69P1
Head Curtain Airbag Canister**

Our system records indicate your vehicle has a history of damage due to water ingress. Because of this, your vehicle is at HIGH RISK for the recall issue described in this letter. Please contact your authorized Audi dealer to have your vehicle inspected without delay.

Please be aware that repair under this recall is limited to the head curtain airbag canisters only. Repairs required to address damage to any other vehicle components resulting from existing or former water ingress issue(s) are not covered under this recall.

Audi of America, Inc.
3800 Hamlin Road
Auburn Hills, MI 48326
+1 800 253 2834
www.audiusa.com

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2011-2017 model year Audi Q5 vehicles equipped with a panoramic sunroof. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? If the water drainage system of the sunroof becomes damaged or impaired (such as during a repair), water could saturate the foam around a side head curtain airbag canister. This could cause corrosion to form on the canister over time. If this happens, the canister could fracture without airbag deployment, propelling fragments into the passenger compartment, striking and causing serious injury to vehicle occupants.

What will we do? To identify and correct this defect, your authorized Audi dealer will inspect the vehicle for evidence of water ingress, examine the drainage system, and disassemble the headliner and trim. The foam touching the side head curtain airbag inflators will be removed and your dealer will inspect the canisters for relevant corrosion. This will take up to two hours to complete, and will be performed for you free of charge.

- If no corrosion is found, and in cases of light surface corrosion, a wax will be applied to the inflators. No further work will be needed.
- In cases of more than light surface corrosion, additional work will be needed and the vehicle **should not be driven** until repairs are made. Alternate transportation will be provided until the necessary work can be completed. Your dealer will provide an estimate of how long they will need to keep your vehicle until repairs can be completed.

IMPORTANT SAFETY RECALL



- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the “Find a Dealer” link to locate a dealer near you and schedule this service.
- Precautions you should take** Owners are advised that passengers should not use the second row seating until this recall repair has been performed. If there is any evidence of a water leak on the headliner or in the rear of the vehicle, owners are advised to contact their nearest authorized dealer without delay in order to have the vehicle inspected.
- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to a head curtain airbag canister rupture (without airbag deployment), the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request. Please note: the cost of any repairs made to address damage to any other vehicle components resulting from existing or former water ingress issue(s) will not be reimbursed under this recall.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at www.audiusa.com.
- Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle’s eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection