



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 90N1 / Airbag Chute Channel

This notice is for:

- | | | |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| ✓ Sales Managers | ✓ Service Advisor | |

Date: August 15, 2019

Issue: In a crash with passenger frontal airbag deployment, the instrument panel carrier may break due to incorrect welding. If this happens, the airbag chute channel may partially separate from the instrument panel carrier, which may cause damage to the passenger frontal air bag. A damaged passenger frontal airbag may not provide the protection as intended, leading to an increased risk of injury to the front passenger seat occupant.

- Repair:**
- REPAIR AVAILABLE – August 16, 2019 – Replace the instrument panel and the passenger frontal airbag
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) in the campaign circular to view your potential VIN population.

Please coordinate with your service department to ensure that parts are available for all scheduled appointments.

Affected Vehicles

Country	Model Year	Vehicle	Vehicle Count
USA	2019	Audi SQ5	2
USA	2019	Audi Q5	26
CAN	2019	Audi Q5	5

**Counts reflect overall recall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – August 2019

IMPORTANT REMINDER: 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

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.

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.

-END OF MESSAGE-