



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 69Z4 / Passenger Occupant Detection System (PODS)

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: September 11, 2019

Issue: Due to a mostly temporary loose contact at the connector, the passenger occupant detection system (PODS) may detect an error and switch off the passenger airbag even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument cluster. The airbag indicator light shows "passenger airbag off". In the event of a crash there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.

Precautions

Should an error occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light and by the status of the Passenger Airbag OFF indicator light. In this case, the customer should contact their closest Audi dealership and arrange to have the vehicle inspected/repared without delay.

Repair:

- REPAIR AVAILABLE – September 12, 2019 - Install a more robust connector and optimized cable routing under the front passenger seat.
- 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:

Parts will be on upper order limits. Please see the parts section of the campaign circular for complete information. 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	2016-2018	A3 E-TRON	9,622
USA	2015-2019	A3 CABRIOLET	11,408
USA	2015-2016	S3 SEDAN	8,077
USA	2015-2019	A3 SEDAN	107,143
USA	2017-2019	RS3	2,646
CAN	2016-2018	A3 E-TRON	1,385
CAN	2015-2019	A3 CABRIOLET	2,281
CAN	2015-2016	S3 SEDAN	1,570
CAN	2015-2019	A3 SEDAN	14,189
CAN	2018-2019	RS3	1,278

**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.*

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.

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – September 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 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-