

Audi Service Customer Experience

Important Information About 69BY

Due to supply chain constraints that are impacting the parts needed for [Recall 69BY](#), it has become necessary to temporarily enact a pause on repairs for this action. After April 22, 2022 there will be no further allocations made for part numbers 8V0-963-553-K and 8V0-963-553-J. At this time, there is currently no estimate of when these parts will start being allocated again, however we are closely monitoring this parts shortage and Dealers will be notified once these parts can again be allocated and repairs can resume.

Repairs can continue to be scheduled and performed until all available parts have been used, however, please do not schedule repairs if you do not currently have the parts to support them. You may need to notify some customers that you have already scheduled for this repair and cancel their appointments if you don't have the parts necessary to complete the repair already in hand.

A [customer notification mailing](#) was sent from Audi on April 21, 2022 to inform customers about this temporary pause and explaining that they can continue driving their vehicle. As stated in the communication, it is important for customers to:

- Ensure that everyone who uses the vehicle has read the owner's manual and is familiar with how the PODS works for the front passenger seat.
- Understand that occasionally the airbag indicator light shows "passenger airbag off", and this error often occurs sporadically and for a limited amount of time. When the error and consequently the warnings disappear, the passenger airbag works again as intended without any action/interaction needed.
- As designed, in case of a malfunction within the PODS, a warning light in the instrument panel will come on together with a warning sound and an error message will be displayed in the instrument cluster (the airbag indicator light shows "passenger airbag off") and it will remain on. If this happens, stop using the front passenger seat and make arrangements to have the vehicle inspected/repared at an Audi dealership as soon as possible.

If a customer contacts the Dealer stating the warning light is ON, and they are not able to avoid using the passenger front seat, please follow these steps to address the customer concern.

1. Open a TACS case and forward the case number to your facing TFM.
2. TFM will verify all criteria is met.
3. TFM will email Parts partsescrequest@vw.com requesting a release of part to dealer.
4. The Parts Specialist will create an order and email the facing depot to release the part.
5. Dealer will close case when completed.
6. TFM will close case on system side.

Thank you for your continued efforts in providing a customer-centric approach to meeting the needs of our Audi owners, especially during this unprecedented time of distribution and supply shortages.

Robert Lecznar and Bonnie Lawrence
Audi After Sales