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AUDI DEALER COMMUNICATION

REMINDER: Parts Supply Shortage and Temporary Repair Pause Needed for Safety Recall 69BY / PODS

This notice is for:

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

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

- ✓ Warranty Administrator
- ✓ Technicians

Date: April 22, 2022

Summary:

Due to supply chain constraints that are impacting the parts supply for Safety Recall 69BY, it has become necessary to temporarily enact a pause on repairs for this action.

Please note:

- Repairs can and should continue to be scheduled and performed until all parts have been used. Please do not schedule repairs if you do not have the parts to support them. You may need to notify some customers that you have already scheduled and cancel their appointments if you don't have the parts necessary to complete the repair.
- 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.
- Audi has performed a mailing to inform customers about this temporary pause. As stated above, repairs can and should continue to be scheduled as long as parts supply permits.

We understand the impact this will have on our customers and your dealership, but be assured that we are working to return to allocating parts as soon as possible.

-END OF MESSAGE-

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.



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Frequently Asked Questions Regarding Parts Supply Shortage and Temporary Repair Pause for Safety Recall 69BY.

Q: Why was the 69BY Recall temporarily paused for repairs?

A: Due to supply chain constraints that are impacting the parts supply for Safety Recall 69BY, it has become necessary to temporarily enact a pause on repairs for this action.

Q: When will part allocations for the 69BY Recall stop?

A: 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. Dealers will be notified once these parts can be allocated again and repairs can resume.

Q: Can repairs for the 69BY Recall still be performed?

A: Yes, repairs can and should continue to be scheduled and performed until all parts have been used. Please do not schedule repairs if you do not have the parts to support them. You may need to notify some customers that you have already scheduled and cancel their appointments if you don't have the parts necessary to complete the repair.

Q: Will Customers be notified of the temporary repair pause for the 69BY Recall?

A: Yes, Audi is planning a customer notification mailing for April 21, 2022 to inform customers about this temporary pause. As stated above, repairs can and should continue to be scheduled as long as parts supply permits.

Q: My Customer has a concern with driving their vehicle?

A: The customer can continue driving their vehicle. Please 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. The following information was provided in the customer letter and can be used to provide the customers with additional information:

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"). If this happens, stop using the front passenger seat and make arrangements to have the vehicle inspected/repaired at an Audi dealership as soon as possible.

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.