



Audi

# AUDI DEALER COMMUNICATION

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

**This notice is for:**

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

**Date:** December 16, 2021

**Issue:** The passenger occupant detection system (PODS) may detect a malfunction and switch off the passenger airbag even though the seat may be occupied.

However, the airbag system and the warning strategy operate as designed. If the PODS malfunctions, 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". 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 necessary by the customer. In the event of a crash necessitating passenger airbag activation, 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.

**Repair:**

- REPAIR AVAILABLE – December 17, 2021 – Replace passenger occupant detection system (PODS) sensor mat and update the PODS control module.
- 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:**

Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population. Currently, parts are very limited and requests for additional supply above your dealerships weekly Automatic Allocation quantity will not be approved.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2015	2019	A3 CABRIOLET	11,736
USA	2016	2018	A3 ETRON	9,573
USA	2015	2020	A3 SEDAN	113,164
USA	2017	2020	RS3 SEDAN	4,147
USA	2015	2020	S3 SEDAN	14,532
CAN	2016	2020	A3 CABRIOLET	1,742
CAN	2016	2018	A3 ETRON	1,384
CAN	2016	2020	A3 SEDAN	10,664
CAN	2018	2020	RS3 SEDAN	1,610
CAN	2016	2020	S3 SEDAN	2,804

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.

*\*Counts reflect overall 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 – December 2021

**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-**