

**IMPORTANT SAFETY RECALL**

Audi of America, Inc.



<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 21V078

**Subject: Compliance Recall 69BV - Airbag Control Module Programming**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2021-2021 model year Audi Q7 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208, *Occupant Crash Protection*. Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.  
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[www.audiusa.com](http://www.audiusa.com)

**What is the issue?**

Investigations have found that the second stage of the dual-stage airbag may be activated too soon after stage 1 in certain cases in a very specific, low speed front crash scenario (26 km/h, full frontal). This scenario was not properly accounted for in the airbag inflation parameters of the airbag control module.

Audi has decided that the affected vehicles may not fully comply with a section of FMVSS 208, *Occupant Crash Protection*. During conformity-of-production testing using unbelted, out of position 6-year-old test dummies in the front passenger seating position, the dummy instrumentation recorded a "Normalized neck injury criteria" (Nij) of 1,01 in position 2 (dummy's chest on the instrument panel) which slightly exceeds the permitted value of 1,00.

Although it is unsafe and strongly inadvisable for a child occupant to ride unsecured in the front passenger seat, a child in that position at the time of a crash necessitating airbag deployment may be subject to an increased risk of injury.

**What will we do?**

To correct this noncompliance, your authorized Audi dealer will update parameters of the airbag control module. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?**

Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

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**Lease vehicles and address changes**

If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Can we assist you further?**

If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns**

To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection