

IMPORTANT SAFETY RECALL

<MONTH YEAR>

This notice applies to your vehicle: <VIN>

<CUSTOMER NAME>

<MODELYEAR> <BRAND> <MODEL>

<CUSTOMER ADDRESS>

NHTSA: 21V198

<CUSTOMER CITY STATE ZIPCODE>

Audi Recall: 69BY– Passenger Occupant Detection System (PODS)

SAFETY RECALL PAUSED

The recall repair has temporarily become unavailable

This notice is sent to you in accordance with the *National Traffic and Motor Vehicle Safety Act*. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

Due to global part shortages, Audi has paused the repair program offered under Safety Recall 69BY. We will send another letter as soon as parts supply permits and then you can schedule this recall work at your authorized Audi dealer.

About this recall:

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.

What you can do now:

You can continue driving your vehicle. Please ensure that everyone who uses your vehicle has read the owner's manual and is familiar with how the PODS works for the front passenger seat.

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.

Please do not contact your dealer about this recall unless you believe your vehicle is experiencing the recall condition described in this letter.

We understand this may be disappointing to you, however please rest assured Audi continues to work with suppliers in order to help procure the parts necessary to repair your vehicle.

Sincerely,

Audi Customer Protection



Audi

Audi of America, Inc., 3800 Hamlin Road, Auburn Hills, MI 48326

If you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com. 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>.

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 and enter your Vehicle Identification Number (VIN).

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.