

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: 21V606

Subject: Compliance Recall 69CS – Automatic Locking Seat Belt Retractors (ALR)

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 2021-2022 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 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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What is the issue?

Autoliv seat belt assemblies do not comply with regulatory requirements. In these certain seat belt assemblies, the automatic locking retractor (ALR) function may deactivate early before the webbing is fully retracted.

The ALR function is required by regulatory requirement. This noncompliance does not impact the compliance or functionality of the seat belt assemblies with respect to their normal use by adult passengers or use of the LATCH system to secure child restraint seats.

With child restraint seats for which the vehicle owner elects to use the seat belt to secure the child restraint seat instead of the LATCH system, if the seat belt is not lockable so that the seat belt assembly can be used to tightly secure the child restraint seat, there is an increased risk of injury in a crash to the occupant of the child restraint seat.

What will we do?

To correct this noncompliance, your authorized Audi dealer will inspect and, if necessary, replace the affected seat belt(s). This work will take about an hour to complete and will be performed for you free of charge. If a seat belt requires replacement, your dealer will have to order parts. 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 and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

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- Precautions you should take** A vehicle owner who elects to use the seat belt instead of the LATCH system to secure a child restraint seat will notice that the seat belt is not locked and the audible clicking noise made when the ALR function is activated stops well before the seat belt webbing is fully retracted.
- 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.
- 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 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