

## IMPORTANT SAFETY RECALL

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:**

<VIN>

<MODELYEAR> <BRAND> <MODEL>

**NHTSA:** 21V198

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

### INTERIM SAFETY RECALL NOTICE FOR YOUR VEHICLE

#### A recall repair is not yet available

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.

#### 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.

#### A recall repair is not yet available.

A recall repair is still under investigation and currently being developed. Because of this, Audi does not yet have a timeframe in which we advise you to expect the repair to become available. We will send another letter as soon as the recall work can be completed on your vehicle.

#### 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/repared 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.



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](http://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](http://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.

## IMPORTANT SAFETY RECALL

Your safety and that of your passengers is our highest priority, and we are working intensively to make a recall repair available as soon as possible. We apologize for any inconvenience this letter may cause.

Sincerely,

Audi Customer Protection



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