



Audi

Frequently Asked Questions (FAQ)

ACTION SUMMARY					
Campaign Code	69BY				
Action Status	REPAIR NOT YET AVAILABLE				
Market(s)	USA & CANADA				
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
Problem Description	<p>The passenger occupant detection system (PODS) may detect a malfunction and switch off the passenger airbag even though the seat may be occupied.</p> <p>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 sporadic 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 an accident 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.</p> <p>Audi is not aware of any injuries as a result of this issue.</p>				
Precautions	<p>Audi has advised that customers can continue driving these vehicles. Audi also advises customers ensure that everyone who uses the vehicle has read the owner's manual and is familiar with how the PODS works for the front passenger seat.</p> <p>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 these warnings appear, Audi recommends to stop using the front passenger seat and make arrangements to have the vehicle inspected/repaired at an Audi dealership as soon as possible.</p>				

IMPORTANT REMINDER ON 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

IMPORTANT!

This FAQ is intended to provide supplementary information regarding this action. For additional information, please refer to the campaign circular posted on ElsaWeb and ServiceNet. To ensure that ALL of your personnel are aware of this action before receiving questions from any customer, please share this information with ALL personnel who have campaign-related responsibilities, including service writers, technicians, parts employees, warranty administrators, etc.



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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.

VIN Lookup Visibility - NHTSA safercar.gov and audiusa.com: On or about **March 30, 2021**, the campaign code will appear for affected vehicles in the VIN lookup tool(s). Customers can check a vehicle's eligibility for repair under this or any other recall/service campaign by clicking on the **Look Up Recalls** link at www.audiusa.com and entering the Vehicle Identification Number (VIN).

What is the status of this recall repair?

The recall repair is not yet available.

When will the recall repair be available?

Audi is currently investigating and developing a repair solution, but currently there is no ETA for repair availability.

Can affected vehicles continue to be driven?

Audi has advised that customers can continue driving these vehicles. Audi also advises customers ensure that everyone who uses the vehicle has read the owner's manual and is familiar with how the PODS works for the front passenger seat.

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Why has this recall been announced when dealers are not yet able to perform the repairs?

Once a determination of safety defect or noncompliance is made, the law requires auto manufacturers to notify the government promptly – regardless of parts/repair availability.

What if a customer requests that their vehicle be repaired immediately?

The recall repair is not yet available; however:

- If a vehicle is experiencing PODS issues and Safety Recall [69Z4](#) shows OPEN in ELSA, the 69Z4 recall repair should be performed.
- Vehicles experiencing PODS issues without an open Safety Recall 69Z4 in ELSA may be addressed under Technical Bulletin **TSB 2061030**.
- Any repairs or damage resulting from outside influence will not be covered.
- If a vehicle is not experiencing any issues, please inform the customer that a repair solution is pending, and that they will receive formal notification via first-class mail once the repair is available. Once the customer receives formal notification, they may contact their authorized dealer to schedule the repair.

Are there any precautions that customers should take prior to having this campaign performed?

This recall repair is not yet available. Audi has advised that customers can continue driving these vehicles. Audi also advises customers ensure that everyone who uses the vehicle has read the owner's manual and is familiar with how the PODS works for the front passenger seat.

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When will customers receive a letter about this recall?

Owner notices are planned for mail drop on May 21, 2021. At this time (March 2021) we anticipate this will be an interim notice as required by Federal/Provincial regulations.

Is a loaner vehicle or towing assistance being covered under this action?

In the event a request is made, please follow existing alternate transportation/towing assistance guidelines to assist the customer. Charges for either service cannot be billed against this campaign but must be handled separate from the campaign.

What should dealers do if they have any affected vehicles in inventory?

Dealers can use their most current OMD Web report to identify any affected vehicles that may be in their inventory. In the interest of customer safety and satisfaction, affected vehicles should be kept in a secure area where they cannot be made available for sale, lease, trade or demo use until this repair becomes available and has been performed.

Who should dealers contact if they have additional questions?

Dealers with additional questions about this or any other campaign should contact Warranty. Press inquiries should be directed to Audi Public Relations.

END OF DEALER FAQ

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