



Audi

AUDI DEALER COMMUNICATION

Repair Available – Compliance Recall 69FA / B-pillar Door Seal

- This notice is for:**
- ✓ Dealer Principal
 - ✓ Service Manager
 - ✓ Warranty Administrator
 - ✓ General Manager
 - ✓ Parts Manager
 - ✓ Technicians
 - ✓ Sales Managers
 - ✓ Service Advisor

Date: May 03, 2023

Issue: In a crash with head curtain airbag deployment, the airbag could deform the door seal and expose the metal inlay within the seal. If the exposed metal tears the airbag, the airbag would not be able to protect occupants as designed, increasing the risk of injury. Because of this, the vehicles included in this recall may not fully comply with the requirements of an airbag test according to FMVSS/CMVSS No. 226, "Ejection Mitigation".

- Repair:**
- REPAIR AVAILABLE – May 04, 2023 - Install cloth tape in driver and front passenger B-pillar area to secure the door seal in place
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - Check daily campaign open inventory report or OMD for affected vehicles in inventory
 - Repair every affected inventory vehicle before delivery to consumers.

Parts Department: Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2023	Q4 E-TRON SPORTBACK	900
USA	2022	2023	Q4 E-TRON SUV	4,324
CAN	2022	2023	Q4 E-TRON SPORTBACK	139
CAN	2022	2023	Q4 E-TRON SUV	964

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – May 2023

IMPORTANT REMINDER: 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 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.

-END OF MESSAGE-

Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.