

**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:** 23V189

**Subject: Compliance Recall 69FA - B-pillar Door Seal**

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 2022-2023 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 226, "Ejection Mitigation." Our records show that you are the owner of a vehicle affected by this action.

Audi of America, Inc.  
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[www.audiusa.com](http://www.audiusa.com)

**What is the 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 Federal Motor Vehicle Safety Standard No. 226, "Ejection Mitigation".

**What will we do?** To correct this noncompliance, your authorized Audi dealer will install cloth tape in driver and front passenger B-pillar area to secure the door seal in place. This work will take about four hours to complete and will be performed for you free of charge. 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](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

**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](http://www.audiusa.com).

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**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](http://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