

## 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:** 24V251

**Subject: Safety Recall 69GU - Passenger Seat Occupant Detection System Control Module**

Dear Audi Owner,

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 2023-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Pins inside the passenger seat occupant detection system control module were not soldered to the circuit board correctly. This can lead to an interruption in communication between the passenger seat occupant detection system control module and the airbag control module. In combination with vibrations or similar events, the pins may no longer have contact to the circuit board due to the missing solder connection. If the airbag control unit detects the fault, it switches into fail-safe mode and deactivates the passenger airbag. In a crash, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working.

### **What will we do?**

To correct this defect, your authorized Audi dealer will replace the passenger seat occupant detection system control module. This work should take less than two 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 work, 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 work. 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.

### **Precautions you should take:**

If the recall condition occurs, the yellow airbag warning light will illuminate, and the airbag control module switches to the fail-safe mode, deactivating the passenger frontal airbag. If this happens, owners are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

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### Additional Information

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or 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).

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