

**IMPORTANT SAFETY RECALL**



**Audi**

1\*\*1\*\*1\*\*\*\*\*SINGLE-PIECE 48233  
XXXXXXXXXXXXXXXXXXXXX                    xxxx  
JOHN DOE  
12345 YOUR STREET  
HOMETOWN, MI 98765-4321

(barcode)

Audi of America, Inc.  
P.O. Box 217022  
Auburn Hills, MI 48321-7022  
+1 800 253 2834  
www.audiusa.com

<MONTH YEAR>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 26V125

**Subject: Safety Recall 90TW - Lane Departure Warning System Software**

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 2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

The software remedy for certain vehicles repaired under compliance recall 90TV contained coding that inadvertently removed the virtual button and icon for the lane departure warning system. Under these specific circumstances, the missing virtual button and icon may increase the risk of driver confusion regarding the functionality and capabilities of the vehicle's lane departure warning system. If the driver overlooks other warnings, instructions, and traffic behavior, this may increase the risk of a crash.

**What will we do?**

To correct this defect, your authorized Audi dealer will perform a software update to reactivate the virtual button & icon for the lane departure warning system. This work will take about an hour 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 exists in the vehicle, the driver may notice the absence of the virtual button & icon for the lane departure warning system.

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

Owners with vehicle concerns are advised to contact an authorized Audi dealer to have the vehicle concern diagnosed.

## IMPORTANT SAFETY RECALL

### 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 no longer own the vehicle identified in this letter, 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:1-888-275-9171); 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