

Warranty Policies and Procedures Bulletin

Audi Warranty

Number: AWA-16-04

Subject: Mandatory Side Airbag Parts Return - Safety Recall 69M1 **Date: Jul 05, 2016**

Dealers: U.S.

This document modifies the Audi Warranty Policies and Procedures Manual.

**Mandatory parts return for all side airbags replaced under Safety Recall 69M1.
Side airbags not returned or improperly returned are subject to claim cancellation.**

All side airbags on approved 69M1 Safety Recall claims will be requested for return through the Warranty Parts Portal (WPP). Do not detonate or dispose of any side airbag replaced as part of Safety Recall 69M1.

Safety Recall 69M1 claims will be cancelled in SAGA if the side airbags requested for return through the WPP are not received or in-transit with FedEx by the request expiration date.

The side airbags will be collected at the following inspection facility:

Audi Warranty Parts Return Center
c/o Global Vehicle Works
5402 Hill 23 Drive
Flint, MI 48507

Return the parts using Hazmat guidelines currently in place:

- ▶ The requested side airbag(s) must be properly packed and labeled per DOT regulations
- ▶ Use only the FedEx Ground Hazmat return label generated from the WPP
- ▶ The OP900 Hazmat shipping document must be printed on FedEx form OP900LL (red/white striped)
- ▶ A signed copy of the OP950 form must be provided to the FedEx Ground driver and a copy retained by the shipper
- ▶ An automatic Hazmat Ground pickup request will be made by the WPP for the next business day
- ▶ A certified hazardous materials shipper must print Hazmat documentation in the WPP

For questions or concerns, contact Audi Warranty: Telephone 866.677.2834 or email Audi Warranty@audi.com.

Information in this Bulletin is Warranty Policy. All warranty claims must be submitted in accordance with the most recent edition of the Audi Warranty Policies and Procedures Manual. Claims are subject to review and/or audit by Audi Warranty.