



Audi

AUDI DEALER COMMUNICATION

Takata Reminder Mailing – Mississippi DMV /Safety Recalls 69R6, 69R7, 69S8

This notice is for:

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

Date: April 29, 2019

Mailing Information:

In conjunction with the Mississippi Department of Public Safety, Audi will be sending Takata airbag recall reminder notices to approximately 730 Audi owners in the State of Mississippi on April 29, 2019.

A copy of the owner notification is attached for your reference.

Please make every effort to quickly schedule owners who contact your dealership for a repair appointment.

Parts Department:

Parts are available.

Please coordinate with your service department to ensure that parts are on hand to support all scheduled appointments.

Notes:

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.



<MONTH YEAR>

<CUSTOMER NAME>
<ADDRESS>
<CITY STATE ZIP>

WHAT YOU NEED TO KNOW

- Your vehicle has an urgent airbag recall.
- The airbag could **injure or even kill** you and your passengers.
- The repair is **FREE** at an Audi-authorized dealer.
- Visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!

This notice applies to a vehicle registered in your name: <VIN>

Dear [NAME]:

The Mississippi Department of Public Safety is contacting you personally because your Audi has a recalled airbag that could **kill or seriously injure you and your passengers.**

The Mississippi Department of Public Safety has received information from Audi that the vehicle that is currently registered in your name with the Vehicle Identification Number <VIN> has been recalled. **If the airbag deploys, in some cases, a part within the airbag may explode** and spray sharp metal fragments or shrapnel toward you and your passengers.

According to records from Audi, your vehicle has not been repaired yet. The potentially lifesaving repair is **FREE** and parts are available now. Please **immediately call an Audi dealer** for more information or to schedule a **FREE** repair.

What should you do?

- **Immediately** contact a local Audi dealer to schedule a **FREE** repair.
- Visit www.audiusa.com/dealers-webapp/map or call **800-822-2834** to find your nearest Audi dealer.
- *If you think you have already taken action on this recall*, visit www.NHTSA.gov/recalls and enter your vehicle's VIN to verify and ensure that no other recalls have been issued for your vehicle.



ENTER YOUR VIN

Please encourage your family and friends to check for vehicle safety recalls using their VIN at NHTSA.gov/recalls or airbagrecall.com.

You and your family's safety on Mississippi's roadways is our top priority. **Please act NOW to protect yourself and your passengers.**

If you believe that Audi or your Audi dealer is unable to remedy the defect without charge within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590, or you may call the toll-free Vehicle Safety Hot Line at 1-888-327-4236 (TTY: 1-800-424-9153), or go to NHTSA.gov. In cooperation with the Mississippi Department of Public Safety, the cost of this letter was paid for by Audi. Taxpayer dollars were not used.



<MONTH YEAR>

<CUSTOMER NAME>

<ADDRESS>

<CITY STATE ZIP>

LO QUE DEBE SABER

- > Su vehículo tiene una campaña de llamada a revisión urgente para la bolsa de aire.
- > La bolsa de aire podría **lesionar o incluso matar** a sus pasajeros y a usted mismo.
- > La reparación es **GRATUITA** en un concesionario autorizado Audi.
- > Visite el sitio www.audiusa.com y haga clic en "Find a Dealer" (Buscar concesionario) para encontrar un concesionario cercano a su domicilio y programar este servicio.

URGENTE CAMPAÑA DE LLAMADA A REVISIÓN POR MOTIVOS DE SEGURIDAD PARA LA BOLSA DE AIRE: SE REQUIERE ACCIÓN INMEDIATA

Este aviso se aplica a un vehículo registrado a su nombre: <VIN>

Estimado [NOMBRE],

El Departamento de Seguridad Pública de Mississippi lo contacta personalmente porque la bolsa de aire de su Audi, que está incluido en una campaña de llamada a revisión, podría **matar o lesionar seriamente a sus pasajeros y a usted mismo**.

El Departamento de Seguridad Pública de Mississippi ha recibido información de Audi que indica que el vehículo actualmente registrado a su nombre con el Número de identificación del vehículo <VIN> ha sido incluido en una campaña de llamada a revisión. **Si la bolsa de aire se despliega, en algunos casos, una pieza dentro de la bolsa puede explotar** y diseminar filosos fragmentos o esquirlas de metal hacia su persona o la de sus pasajeros.

De acuerdo con los registros de Audi, su vehículo no ha sido reparado aún. Esta reparación, que potencialmente podría salvar vidas, es **GRATUITA** y los repuestos están disponibles en este momento. Por favor, **llame inmediatamente a un concesionario Audi** para solicitar más información o para programar una reparación **GRATUITA**.

¿Qué debe hacer?

- Comuníquese **inmediatamente** con un concesionario Audi para programar *una reparación GRATUITA*.
- Visite www.audiusa.com/dealers-webapp/map o llame al **800-822-2834** para encontrar el concesionario de Audi más cercano.
- Si cree haber cumplido con lo solicitado en esta campaña de llamada a revisión, visite www.NHTSA.gov/recalls e ingrese el VIN de su vehículo para verificar y asegurarse de que no se hayan emitido otros avisos de campañas de llamada a revisión para su vehículo.



INGRESAR SU VIN

Aliente a sus familiares y amigos a verificar la existencia de campañas de llamada a revisión por motivos de seguridad para sus vehículos por medio de su VIN en NHTSA.gov/recalls o airbagrecall.com.

Su seguridad y la de su familia en las carreteras de Mississippi es nuestra máxima prioridad. **Tome cartas en el asunto AHORA para proteger su seguridad y la de sus pasajeros.**

Si cree que Audi o su distribuidor de Audi no pueden solucionar el defecto sin cargo en un plazo razonable, puede enviar una queja a nombre de: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue S.E., Washington, DC 20590. También puede llamar a la línea directa de seguridad de vehículos al 1-888-327-4236 (TTY: 1-800-424-9153), o bien visitar NHTSA.gov. En cooperación con el Departamento de Seguridad Pública de Mississippi, el costo de esta carta fue pagado por Audi. No se utilizó dinero de los contribuyentes.