



**Audi**

## **AUDI DEALER COMMUNICATION**

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### **Takata Reminder Mailing – Arkansas DMV / Safety Recalls 69R6, 69R7, 69S8**

**This notice is for:**

- |                    |                   |                          |
|--------------------|-------------------|--------------------------|
| ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| ✓ General Manager  | ✓ Parts Manager   | ✓ Technicians            |
| ✓ Sales Managers   | ✓ Service Advisor |                          |

**Date:** November 19, 2019

**Mailing Information:**

In conjunction with the Arkansas DMV, Audi will be sending Takata airbag recall reminder notices to approximately 600 Audi owners in the state of Arkansas on November 19 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.*

Audi Customer Protection



[Month Year]

[Customer Name]  
[Street Address]  
[City, ST 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 any Audi-authorized dealer.
- Visit [www.audiusa.com/dealers-webapp/map](http://www.audiusa.com/dealers-webapp/map) to find your nearest dealer and make an appointment. Or, call **800-822-2834**.

**URGENT AIRBAG SAFETY RECALL: IMMEDIATE ACTION REQUIRED!**

**This notice applies to a vehicle registered in your name: [VIN]**

Dear [NAME]:

The Department of Motor Vehicles (DMV) is contacting you personally because your vehicle has a recalled airbag that could **kill or seriously injure you and your passengers** if it deploys.


The DMV has received information from Audi that the vehicle currently registered in your name with the Vehicle Identification Number [VIN] has been recalled. **If the airbag deploys, in some cases 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.

**IF YOU NO LONGER OWN THIS VEHICLE: DISREGARD THIS LETTER**

**What should you do?**

- **Immediately** contact a local Audi dealer to schedule a **FREE** repair.
- Visit [www.audiusa.com/dealers-webapp/map](http://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](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com) and enter your vehicle's VIN to verify and ensure that no other recalls have been issued for your vehicle.*



**ENTER YOUR VIN**

Audi is one of 19 vehicle manufacturers affected by this recall. The National Highway Traffic Safety Administration reports other auto manufacturers have 16 confirmed deaths in the United States and hundreds of alleged injuries resulting from this defect.

Please encourage your family and friends to check for vehicle safety recalls using their VIN at [www.NHTSA.gov/recalls](http://www.NHTSA.gov/recalls) or [www.airbagrecall.com](http://www.airbagrecall.com). You and your family's safety on Arkansas's roadways is our top priority.

**Please act NOW to protect yourself and your passengers.**

If you believe that Audi or your Audi dealership 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 Arkansas DMV, the cost of this letter was paid for by Audi. Taxpayer dollars were not used.