



Audi

AUDI DEALER COMMUNICATION

Repair Available – Special Parts Collection 69BD / Head Curtain Airbag

This notice is for:

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

Date: December 3, 2020

69BD Special Parts Collection Program

Audi is conducting a special parts collection program involving the head curtain airbags from selected 2016 model year Audi Q5 vehicles.

Under this program:

- All eligible vehicles will show the Special Parts Collection code 69BD in ELSA on December 4, 2020.
- Owner notification will take place in November 2020 via first-class mail.
- Only vehicles registered & located within the 48-contiguous United States may participate.
- The head curtain airbags will be replaced free of charge by an authorized Audi dealer.
- Time is of the essence. Once the required number of head curtain air bags have been collected, the program will end and no further replacements will be made.
- Return of removed head curtain air bags is **mandatory**. Claims are subject to cancellation if removed air bags are not returned or if they are improperly returned.

Repair:

- See ELSA/ServiceNet for complete repair & claiming instructions
- Check daily campaign open inventory report or OMD for affected vehicles in inventory
- Repair every affected inventory vehicle before delivery to consumers.

Parts Department:

Due to the small number of affected vehicles, there will be no parts allocation.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2016	2016	Q5	273

**Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the only valid campaign inquiry & verification source.*

Notes:

Owner mailing – December 2020

-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.