



Audi

AUDI DEALER COMMUNICATION

Takata Reminder Mailing – New York 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: May 21, 2019

Mailing Information: In conjunction with the New York Department of Motor Vehicles, Audi will be sending Takata airbag recall reminder notices to approximately 15,000 Audi owners in the State of New York on May 23, 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.



Department of Motor Vehicles

[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 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 Audi has a recalled airbag that could **kill or seriously injure you and your passengers**.

The DMV 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 a 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.vw.com/find-a-dealer 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 or 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

Please encourage your family and friends to check for vehicle safety recalls using their VIN at www.NHTSA.gov/recalls or www.airbagrecall.com. You and your family's safety on New York roadways is our top priority.

Please act NOW to protect yourself and your passengers.

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



Department of Motor Vehicles

[Month Year]

[Customer Name]
[Street Address]
[City, ST 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 cualquier concesionario Audi autorizado.
- Visite www.audiusa.com/dealers-webapp/map para buscar el concesionario más cercano y concertar una cita. O llame al **800-822-2834**.

URGENTE CAMPAÑA DE LLAMADA A REVISIÓN POR MOTIVOS DE SEGURIDAD CON RELACIÓN A 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 Vehículos Motorizados (DMV) lo contacta personalmente porque la bolsa de aire de su Audi, que está incluida en una campaña de llamada a revisión, podría **matarlo o lesionarlo seriamente a usted y a sus pasajeros**.

El DMV 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 y hacia 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 SUCEDE SI YA NO ES PROPIETARIO DE ESTE VEHÍCULO? IGNORE ESTA CARTA

¿Qué debe hacer?

- Comuníquese **inmediatamente** con un concesionario Audi para programar una reparación **GRATUITA**.
- Visite www.vw.com/find-a-dealer o **llame al 800-822-2834** para encontrar el concesionario Audi más cercano.
- *Si cree haber cumplido con lo solicitado en esta campaña de llamada a revisión*, visite www.NHTSA.gov/recalls o www.airbagrecall.com 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 www.NHTSA.gov/recalls o www.airbagrecall.com. Su seguridad y la de su familia en las carreteras de Nueva York es nuestra máxima prioridad.

Tome cartas en el asunto AHORA para proteger su seguridad y la de sus pasajeros.

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