



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Safety Recall 69BM / Door Crash Sensor(s)

<b>This notice is for:</b>	<ul style="list-style-type: none"> <li>✓ Dealer Principal</li> <li>✓ General Manager</li> <li>✓ Sales Managers</li> </ul>	<ul style="list-style-type: none"> <li>✓ Service Manager</li> <li>✓ Parts Manager</li> <li>✓ Service Advisor</li> </ul>	<ul style="list-style-type: none"> <li>✓ Warranty Administrator</li> <li>✓ Technicians</li> </ul>																															
<b>Date:</b>	December 14, 2020																																	
<b>Issue:</b>	Faulty sensor housings may have been used during the production of the door crash sensors at the supplier. As a result, the locking mechanism for the electrical connector on the crash sensor may be impaired and the electrical connector may become detached. In unfavorable circumstances while the vehicle is moving, the electrical connector may become detached from the crash sensor. If this happens in the event of a side crash, the restraint systems for the side of the vehicle may react slower. This may lead to an increased risk of injury in a side crash due to a delayed activation of the side airbag, curtain airbag and/or seat-belt pretensioner as the system has to rely on two other crash sensors only.																																	
<b>Precautions</b>	If the electrical connector becomes detached from the crash sensor while driving, it will turn on the airbag indicator lamp.																																	
<b>Repair:</b>	<ul style="list-style-type: none"> <li>• REPAIR AVAILABLE – December 15, 2020 - Inspect and, if necessary, replace the affected door crash sensor(s).</li> <li>• See ELSA/ServiceNet for complete repair &amp; claiming instructions</li> <li>• Check daily campaign open inventory report or OMD for affected vehicles in inventory</li> <li>• Repair every affected inventory vehicle <u>before delivery to consumers</u>.</li> </ul>																																	
<b>Parts Department:</b>	Due to the small number of affected vehicles that will require repair, will be no parts allocation.																																	
<b>Affected Vehicles</b>	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>A6</td> <td>1</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>Q7</td> <td>145</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>RS6</td> <td>7</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>RS7</td> <td>13</td> </tr> <tr> <td>CAN</td> <td>2021</td> <td>2021</td> <td>Q7</td> <td>8</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	A6	1	USA	2021	2021	Q7	145	USA	2021	2021	RS6	7	USA	2021	2021	RS7	13	CAN	2021	2021	Q7	8
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<b>Notes:</b>	<p><i>*Counts reflect overall population; some vehicles may have already been repaired. Check Campaigns/Actions screen in Elsa <u>on the day of repair</u> to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry &amp; verification source.</i></p> <ul style="list-style-type: none"> <li>• Schedule owner repairs immediately</li> <li>• Owner mailing – December 2020</li> </ul>																																	

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.

**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-**