



Audi

# AUDI DEALER COMMUNICATION

## Repair Available – Compliance Recall 69BV / Airbag Control Module Programming

**This notice is for:**

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

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

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** February 25, 2021

**Issue:** Investigations have found that the second stage of the dual-stage airbag may be activated too soon after stage 1 in certain cases in a very specific, low speed front crash scenario (26 km/h, full frontal). This scenario was not properly accounted for in the airbag inflation parameters of the airbag control module.

Audi has decided that the affected vehicles may not fully comply with a section of FMVSS 208/CMVSS 208, Occupant crash protection. During conformity-of-production testing using unbelted, out of position 6-year-old test dummies in the front passenger seating position, the dummy instrumentation recorded a "Normalized neck injury criteria" (Nij) of 1,01 in position 2 (dummy's chest on the instrument panel) which slightly exceeds the permitted value of 1,00.

Although it is unsafe and strongly unadvisable for a child occupant to ride unsecured in the front passenger seat, a child in that position at the time of a crash necessitating airbag deployment may be subject to an increased risk of injury.

**Repair:**

- REPAIR AVAILABLE – February 25, 2021 - Update parameters of the airbag control module.
- 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:**

No parts required.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	Q7	26,967
CAN	2020	2021	Q7	2,314

*\*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:**

- Schedule owner repairs immediately
- Owner mailing – March 2021

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-**