



Audi

AUDI DEALER COMMUNICATION

Special Parts Collection 69DL / Head Curtain Airbag – USA ONLY

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|----------------------------|--------------------|-------------------|--------------------------|
| This notice is for: | ✓ Dealer Principal | ✓ Service Manager | ✓ Warranty Administrator |
| | ✓ General Manager | ✓ Parts Manager | ✓ Technicians |
| | ✓ Sales Managers | ✓ Service Advisor | |

Date: June 30, 2022

About this Parts Collection

Audi is conducting a special parts collection program involving the head curtain airbags from selected 2013-2017 model year Audi Q5 vehicles.

Under this program:

- All eligible vehicles will show the Special Parts Collection code 69DL in ELSA on July 01, 2022.
- Owner notification will take place in July 2022 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:

- START DATE – July 01, 2022
- See ELSA/ServiceNet for complete repair & claiming instructions
- Check daily campaign open inventory report or OMD for affected vehicles in inventory

Parts Department:

Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool in the 69DL circular to view your potential VIN population.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2013	2017	Q5	4,193

**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 – July 2022

-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.