



# Safety Recall

## Code: 69M1



Subject	Side Airbag Inflators
Release Date	July 18, 2016
Revision Summary	<b>Q5 Hybrid-specific work procedure steps added.</b>
Affected Vehicles	<b>U.S.A. &amp; CANADA: 2015 MY Audi Q5</b> <i>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 <u>only</u> valid campaign inquiry &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.</li></ul>
Problem Description	The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator rupture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing serious injury or death to vehicle occupants.
Corrective Action	Replace all side airbag modules produced within a specific period.
Parts Information	There was a parts allocation to address inventory vehicles only. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to <a href="mailto:upperorderlimits@audi.com">upperorderlimits@audi.com</a> .
Mandatory Parts Return Information	<b>U.S.A.: Mandatory Side Airbag Parts Return</b> <div> <b>WARNING</b></div> <p>DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.</p> <p>All side airbags replaced under Safety Recall – 69M1 must be returned to the designated inspection facility. Requests for all side airbags will be available in the Warranty Parts Portal (WPP) once the claim has reached approved status in SAGA.</p> <p><b>Side airbags not returned or improperly returned are subject to claim cancellation.</b> Safety Recall – 69M1 claims will be cancelled in SAGA in the event the side airbags requested for return through the WPP are not received or in-transit with FedEx by the request expiration date. Use the Warranty Parts Portal to obtain the FedEx shipping label and required hazardous material documentation. Review Warranty Parts Return Center Communication <b><u>AWA-16-04</u></b> for additional information.</p> <b>CANADA: Mandatory Side Airbag Parts Return</b> <div> <b>WARNING</b></div> <p>DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.</p> <p>All side airbags replaced under Safety Recall 69M1 must be placed immediately into the packaging of the replacement unit. Once safely in the packaging, all side airbags replaced under Safety Recall 69M1 should be stored in a dedicated safe location until further notice.</p>

Airbags should be labeled to prevent accidental deployment. A Dealership communication outlining the process to return the side airbags will be sent in the weeks to come.

Please refer to Audi Canada Warranty Circular **CAWP-16-09**.

**Code Visibility**

On or about July 07, 2016, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on [www.accessaudi.com](http://www.accessaudi.com) & OMD Web). A list was not posted for dealers who did have any affected vehicles.

On or about July 07, 2016, this campaign code showed open on affected vehicles in Elsa.

On or about July 07, 2016, affected vehicles were identified with this campaign code in the VIN Lookup tool at [www.audiusa.com](http://www.audiusa.com) and on the NHTSA VIN lookup tool at [www.safercar.gov](http://www.safercar.gov).

**Owner Notification**

Owner notification will take place in July 2016. Owner letter examples are included in this bulletin for your reference.

**Additional Information**

**Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

### Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Fax repair order to Warranty at (905) 428-4811.

<b>Service Number</b>	69M1
<b>Damage Code</b>	0099
<b>Parts Vendor Code</b>	002
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90
<b>Causal Indicator</b>	Mark driver side airbag or passenger side airbag as causal part
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action

#### **Mandatory Side Airbag Parts Return**

**U.S.A.:** Airbag return process is outlined in the AWA-16-04 circular. If parts are not returned per these instructions the claim will not be paid.

**CANADA:** Airbag return process is outlined in the CAWP-16-09 circular. If parts are not returned per these instructions the claim will not be paid.

Criteria I.D.	LS												
	<div>Replace Side Airbag (Driver)</div> <div>Labor operation:      6963 23 99                      160 T.U.</div> <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr><tr><td>1.00</td><td>8R0880241D</td><td>Driver Side Airbag</td></tr><tr><td>1.00</td><td>N 90737105</td><td>Bolt for Airbag</td></tr><tr><td>1.00</td><td>N 020 904 8</td><td>Cable Tie</td></tr></table> <div>-OR-</div>	Quantity	Part Number	Description	1.00	8R0880241D	Driver Side Airbag	1.00	N 90737105	Bolt for Airbag	1.00	N 020 904 8	Cable Tie
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1.00	8R0880241D	Driver Side Airbag											
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1.00	N 020 904 8	Cable Tie											
Criteria I.D.	RS												
	<div>Replace Side Airbag (Passenger)</div> <div>Labor operation:      6964 23 99                      160 T.U.</div> <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr><tr><td>1.00</td><td>8R0880242D</td><td>Passenger Side Airbag</td></tr><tr><td>1.00</td><td>N 90737105</td><td>Bolt for Airbag</td></tr><tr><td>1.00</td><td>N 020 904 8</td><td>Cable Tie</td></tr></table>	Quantity	Part Number	Description	1.00	8R0880242D	Passenger Side Airbag	1.00	N 90737105	Bolt for Airbag	1.00	N 020 904 8	Cable Tie
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## Customer Letter Example (USA)

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 69M1 – Side Airbag Inflators  
Certain 2015 Model Year Audi Q5 Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator rupture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing serious injury or death to vehicle occupants.

**What will we do?** To help correct this defect, your authorized Audi dealer will replace all side airbag modules produced within a specific period. This work will take about four hours to complete and will be performed for you free of charge.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit [www.audiusa.com](http://www.audiusa.com) and click on the “Find a Dealer” link to locate a dealer near you and schedule this service.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

**Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our “Contact Us” page at [www.audiusa.com](http://www.audiusa.com).

**Checking your vehicle for open Recalls and Service Campaigns** To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at [www.audiusa.com](http://www.audiusa.com) and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

## Customer Letter Example (CANADA)

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69M1 – Side Airbag Inflators  
Certain 2015 Model Year Audi Q5 Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2015 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The driver and right front passenger seat-mounted side airbags may contain a manufacturing defect that may result in an airbag inflator rupture during a crash where there is a side airbag deployment. If this happens, airbag inflator components could be propelled into the passenger compartment, possibly striking and causing serious injury or death to vehicle occupants.
- What will we do?** To help correct this defect, your authorized Audi dealer will replace all side airbag modules produced within a specific period. This work will take about four hours to complete and will be performed for you free of charge.
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- Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

## ⚠ WARNING

DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.

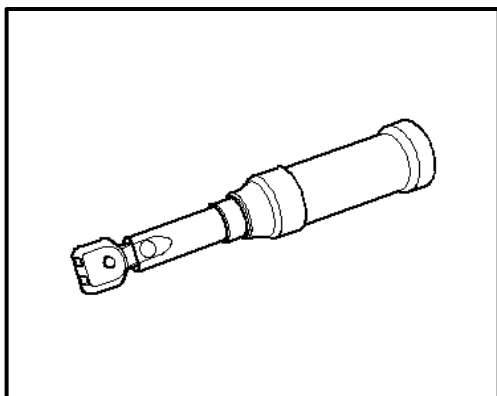
## ℹ NOTE

Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.

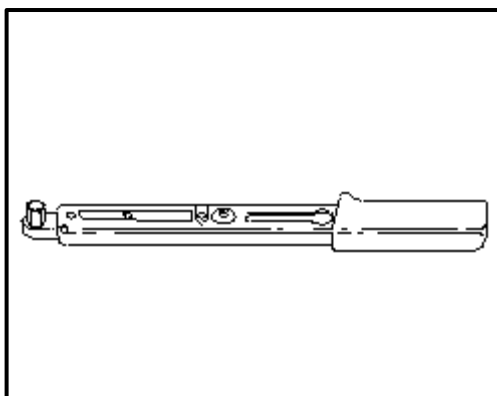
## Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	8R0 880 241 D	Driver Side Airbag
02	1	8R0 880 242 D	Passenger Side Airbag
All	1 per seat	N 907 371 05	Bolt for Airbag
All	1 per seat	N 020 904 8	Cable Tie

## Required Tools



- VAG1783 - Torque wrench 2-10 Nm (or equivalent)



- VAG1331 - Torque wrench 5-50 Nm (or equivalent)



- VAS6136 – Seat Repair Fixture



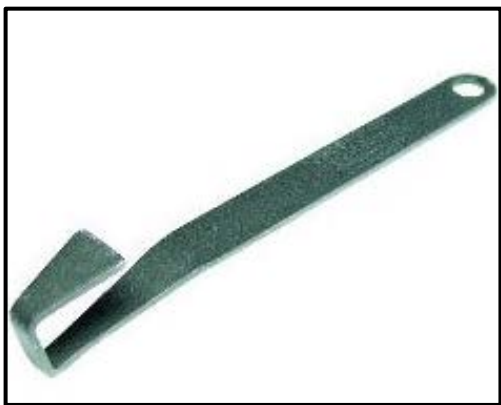
- VAS6095 – Engine and Gearbox Bracket



- VAS6281 – Airbag Lockout Adapter



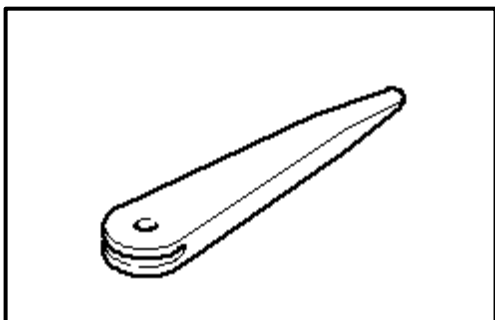
- VAS6282 – Airbag Lockout Adapter



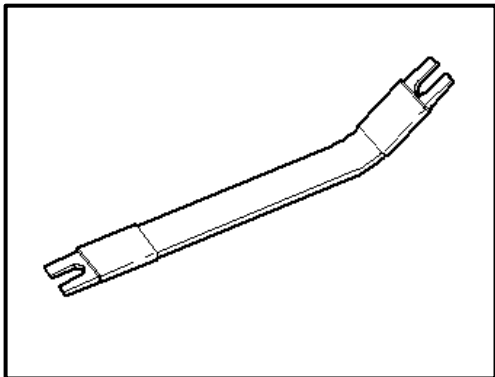
- 3399 – Assembly Tool (or equivalent)



- VAS871 001 – Universal Vehicle Protector (or equivalent)



- 3409 – Trim Removal Wedge



- 80-200 – Pry Lever



## Work Procedure

### Section A - Check for Previous Repair

Applicable criteria ID(s)	Campaign/Action Status
01 ← 2	Open ← 1

**EXAMPLE**

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

#### TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

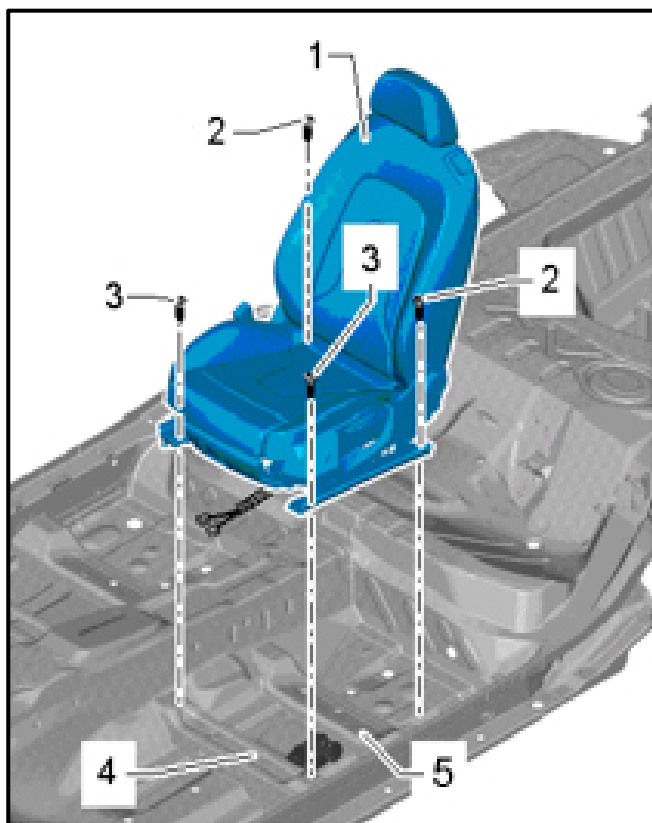
## Section B – Front Side Airbag Replacement

### WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.

### NOTE

Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.



- Move the headrest to its lowest position.
- Move the seat <1> to the full-forward position.
- Remove the rear mounting bolts <2> from the bracket <5>.
- Move the seat to the full-rearward, fully raised position.
- Remove the front mounting bolts <3> from the console <4>.

### NOTE

If removing both front power seats, remove all four bolts <2 and 3> from both seats prior to disconnecting the battery.



### Non-Hybrid Vehicles:

- Switch the ignition ON.
- Open the rear hatch.
- Open and remove the spare tire cover.
- If equipped, remove the luggage tray <arrows>.



- Remove the spare tire retaining nut <circle>.
- If the vehicle is equipped with a subwoofer, disconnect the connector <arrow> and remove the subwoofer from the vehicle.
- Remove the spare tire.



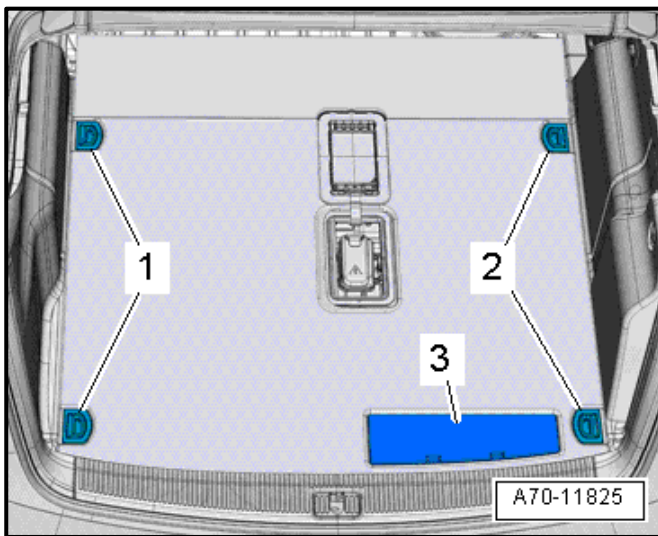
- Open the rear carpet cutaway <arrows>.



- Open the battery access cover <arrow>.

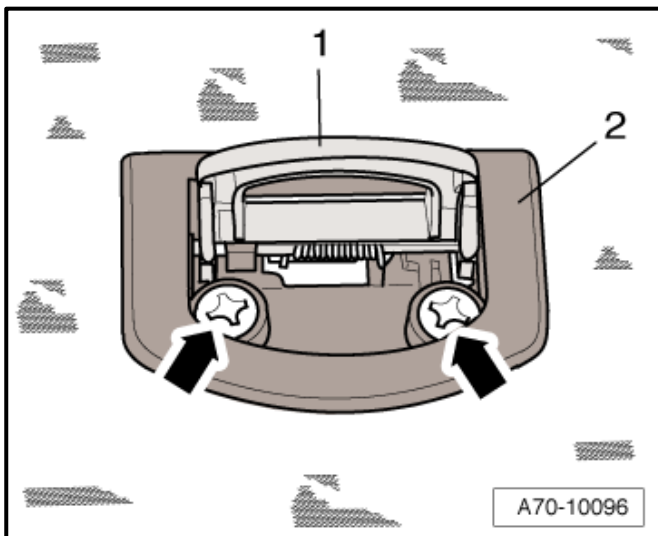


- Disconnect and isolate the negative battery cable <arrow>.

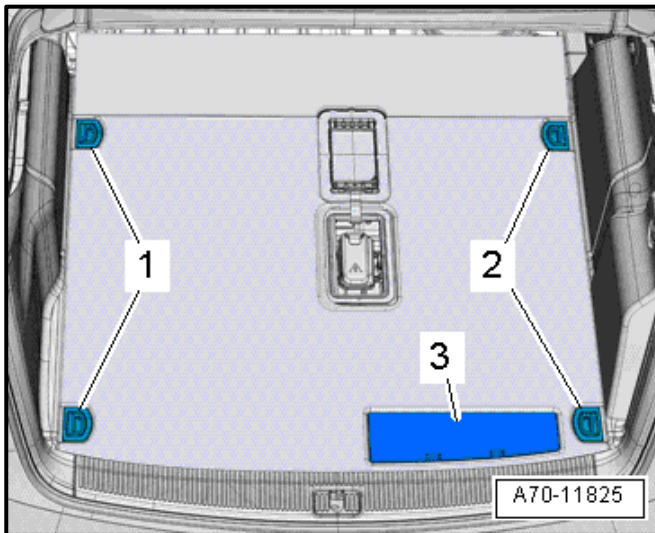


### Hybrid Vehicles

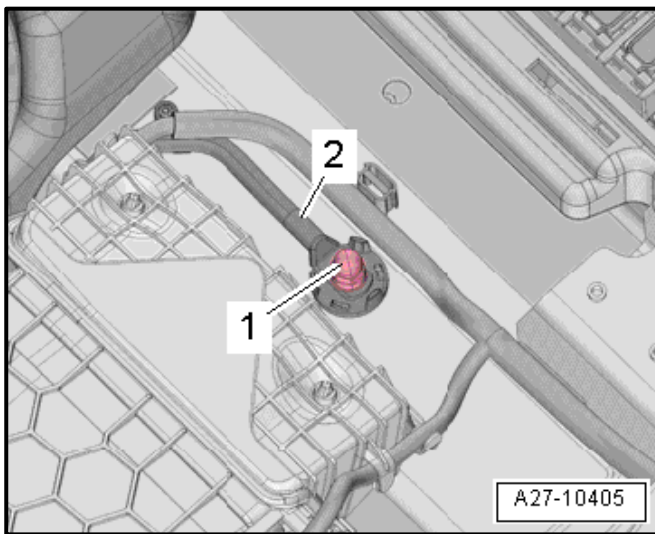
- Fold the backrests forward.
- Remove the tie downs <1> and <2> as instructed below.



- Fold the tie-downs <1> upward.
- Remove screws <arrows> and remove tie-down mounts <2>.



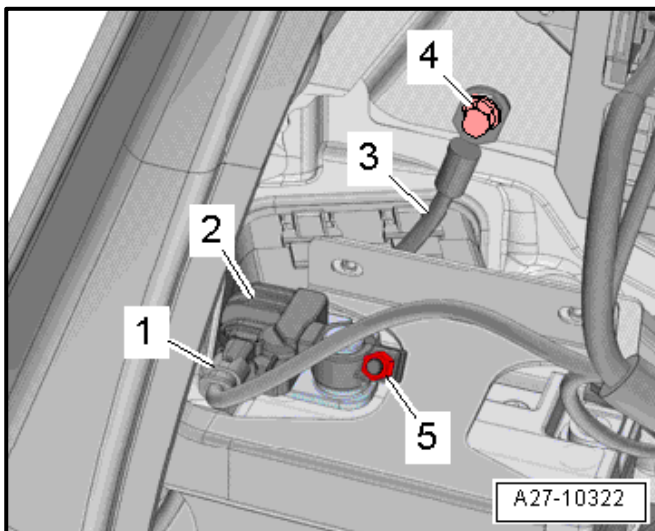
- Lift up and remove the luggage compartment floor panel and tool box <3> towards the rear.



- Remove nut <1> at ground connection, and remove ground cable <2> for the Battery.

#### **⚠ WARNING**

Immediately wrap the connection for the ground cable with insulating tape and set it aside.

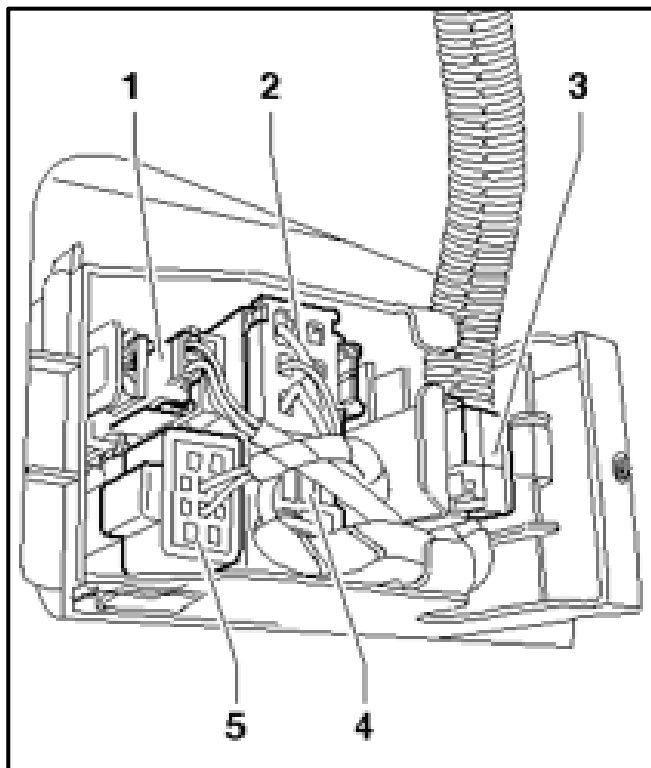
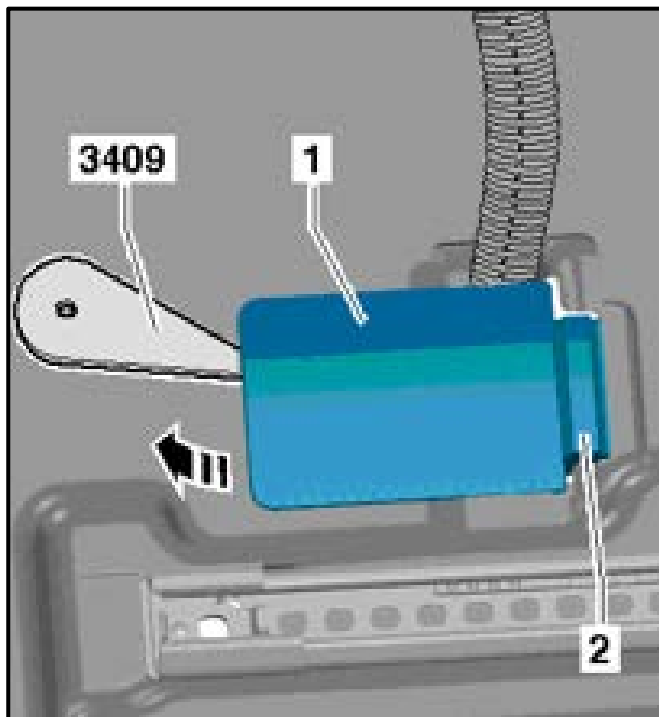


- Remove the luggage compartment left side trim panel cover.
- Loosen the nut <5> several turns and disconnect the battery ground cable terminal <2> from the battery negative pole.

#### **⚠ WARNING**

Immediately wrap the connection for the ground cable with insulating tape and set it aside.





#### All Vehicles:

- Underneath the seat, unclip the front cover <1> and pull the cover <direction of arrow> away from the connector station <2> using trim removal wedge 3409 (or equivalent).

- Remove the wire holder <3> from the connector station.
- Remove the side airbag connector <1>.
- Install the Airbag Lockout Adapter VAS6281 onto the side airbag wiring harness connector.
- Disconnect any remaining electrical connectors <2, 4, and/or 5>.

#### NOTE

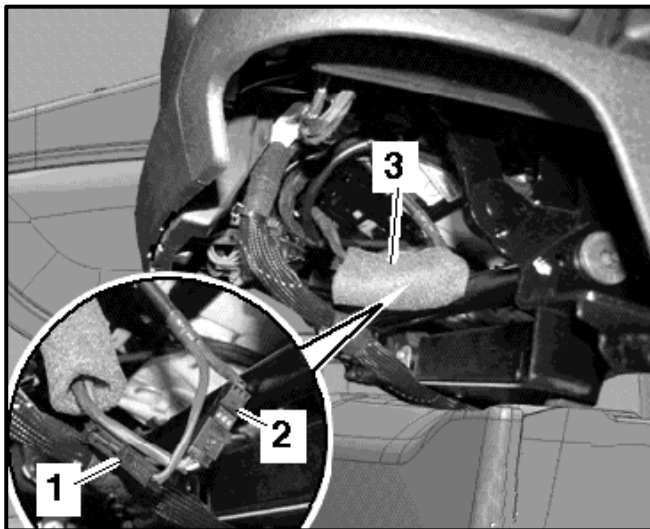
If the Airbag Lockout Adapter VAS6281 does not fit, use the Airbag Lockout Adapter VAS6282.

#### CAUTION

The Airbag Lockout Adapter VAS6281 or VAS6282 MUST stay connected to the seat wiring harness until the seat is reinstalled in the vehicle.

#### NOTE

The number of connectors can vary based on vehicle equipment. This illustration shows the version with the most equipment possible.



#### On vehicles equipped with a DVD player:

- Push the grommet <3> to the side.
- Disconnect the electrical connectors <1 and 2> and free up the wiring harness.

#### NOTE

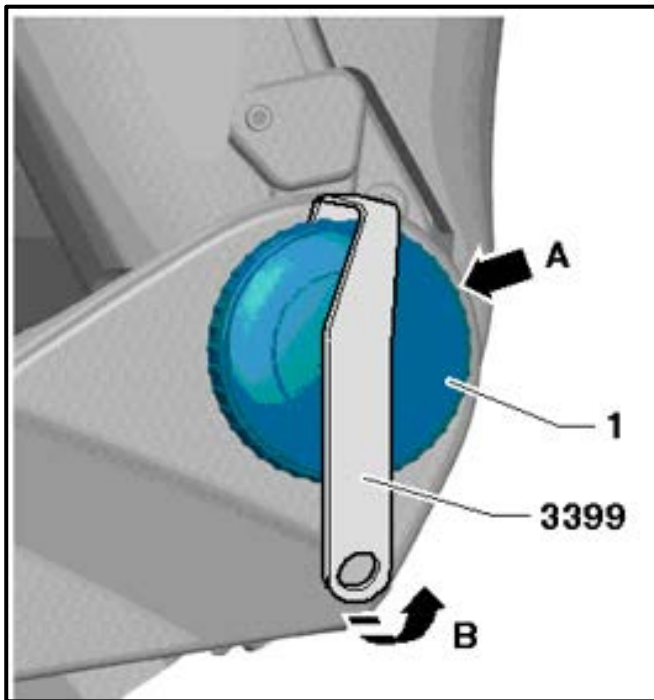
- Due to the weight and size of the front seat, assistance from a second technician may be helpful in removing the seat.
- While lifting the seat out of the vehicle, it must not be grasped by the attachments (i.e. seat belt latch, seat adjustment lever(s), seat trim panels, etc.). Damage to these components is NOT covered under this action.



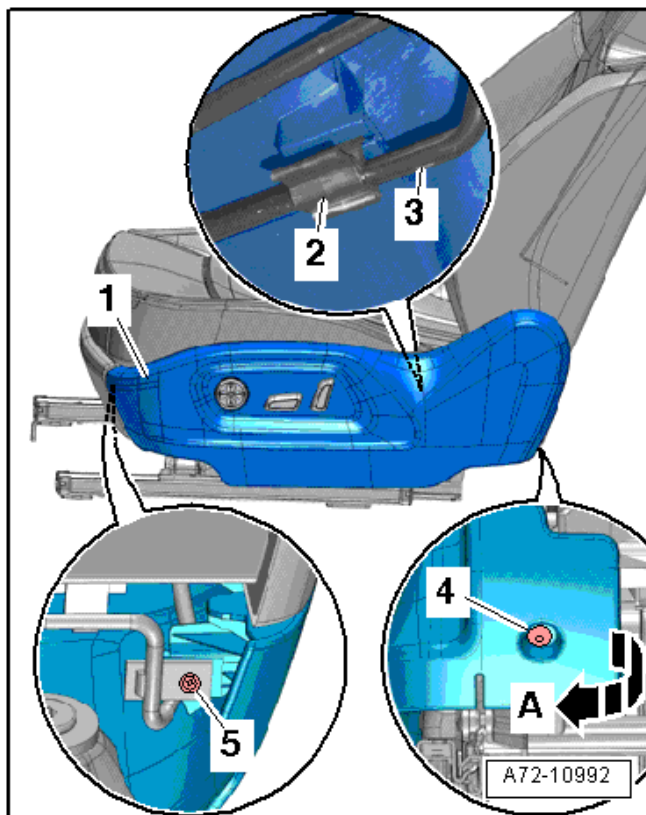
- To protect the sill panel before removing the front seat, install the Universal Vehicle Protector VAS871 001 <as shown>.
- Carefully remove the seat from the vehicle through the door opening.



- Mount the Engine/Transmission Holder – Seat Repair Fixture VAS6136 on the Engine and Gearbox Bracket VAS6095.
- Secure the seat to the Engine/Transmission Holder – Seat Repair Fixture VAS6136.



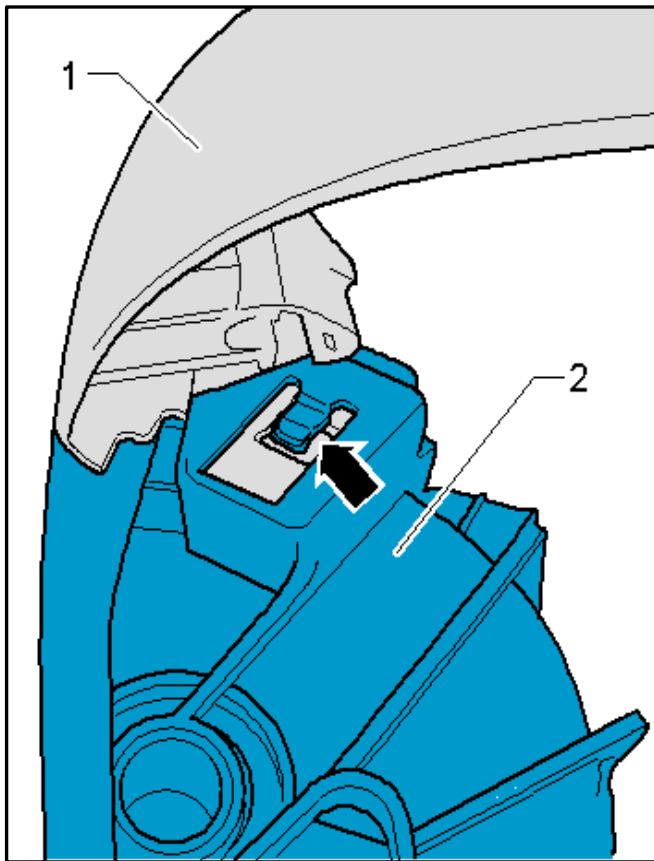
- If equipped, turn the seatback adjustment wheel <1> until a retainer is visible from behind <arrow A>. Use a flashlight if necessary.
- Using the Assembly Tool 3399, carefully pry the adjustment wheel off the seat <direction of arrow B>.
- Turn the seatback adjustment wheel 120° further and repeat the process until the wheel is able to be removed.
- Remove the seatback adjustment wheel.



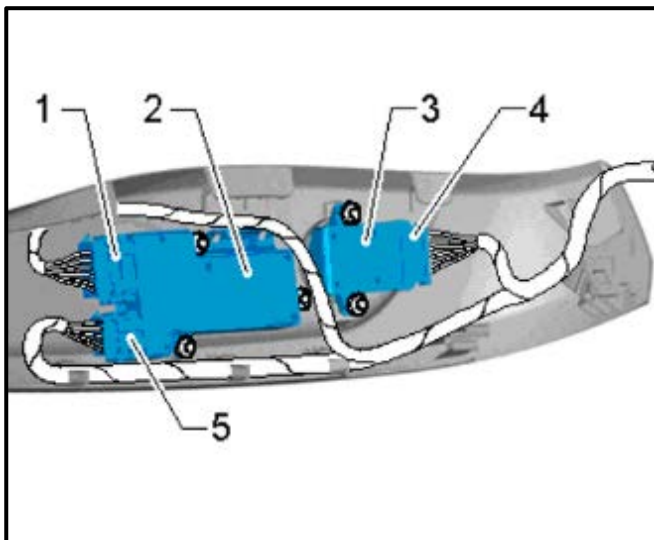
**On vehicles equipped with a power seat, perform the following:**

- Remove the screw <5> and then remove the seat side trim spreader clip <4>.
- Disengage the side trim <1> from the rear of the seat <arrow A>.
- Open the clip <2> on the seat side trim and disengage the bracket <3>, then carefully separate the seat side trim from the front seat.





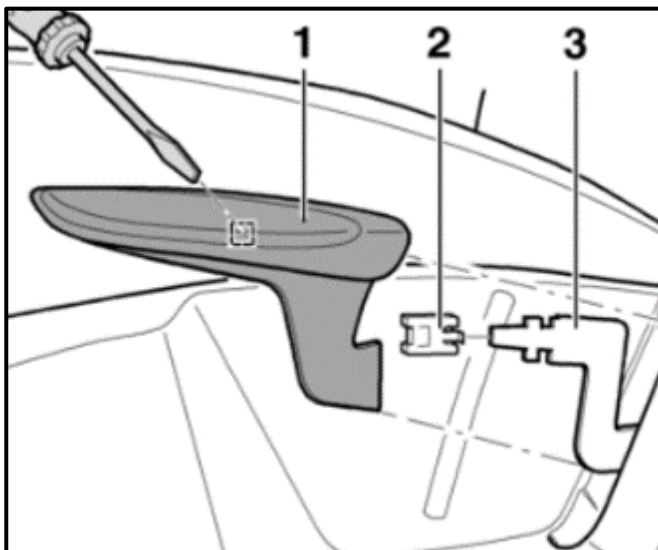
- Disconnect the retainer <arrow> between the storage compartment <2> and the seat side sill trim <1>.
- Disengage the seat side sill trim from the bracket and remove it forward.



**NOTE**

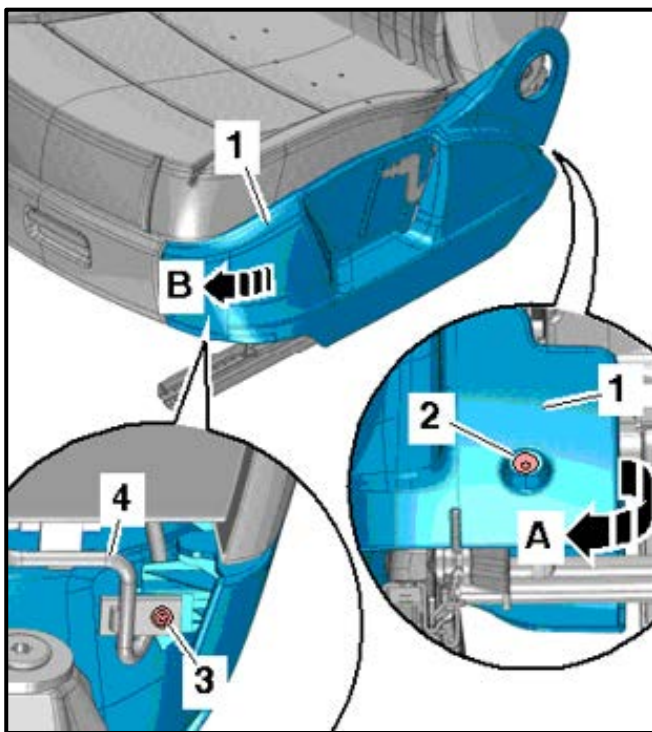
The number of connectors can vary based on vehicle equipment. This illustration shows the version with the most equipment possible.

- Disconnect any electrical connectors <1, 4, and/or 5> from the trim mounted switches <2 and/or 3> between the seat trim panel and the seat itself.



#### On vehicles equipped with a manual seat:

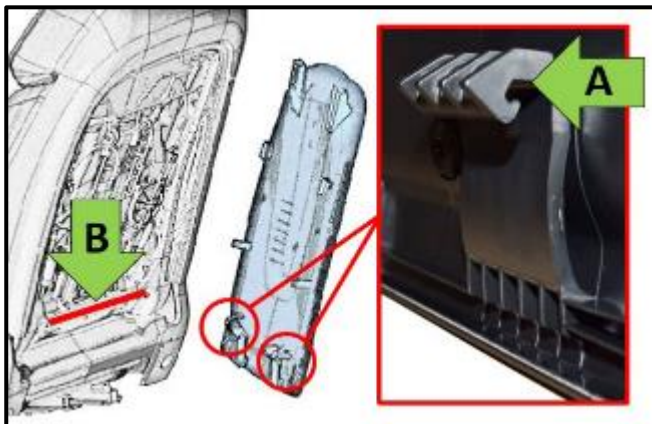
- If equipped, pull the height adjustment handle <1> upward.
- Using a small screwdriver (or equivalent), release the metal tab on the clamp <2> located on the inside of the height adjustment handle.
- Remove the adjustment handle <1> from the adjusting lever <3>.



#### ! NOTE

Use care when removing trim panels. Damage to these components is NOT covered under this action.

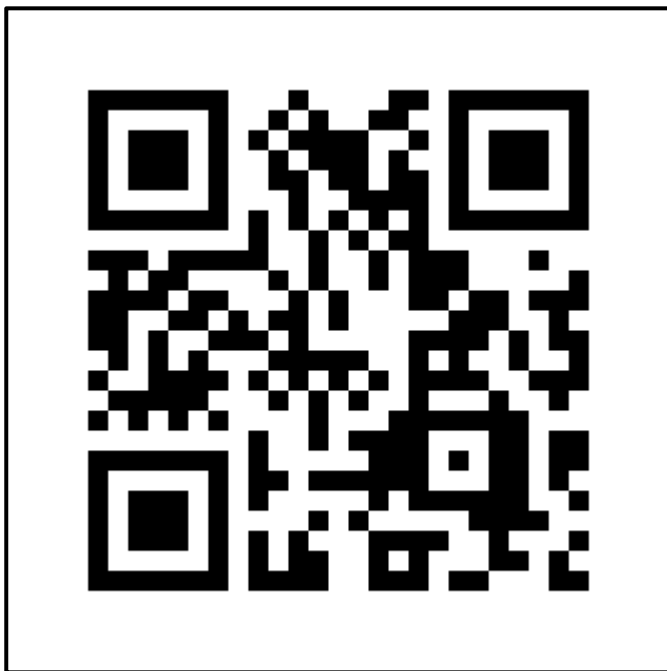
- Remove the mounting screw <3> and the seat side trim spreader clip <2>.
- Disengage the side trim <1> from the rear of the seat <direction of arrow A>.
- Pull the rear side trim slightly upward, remove it from the bracket <4> then remove it in a forward direction <arrow B>.



#### On ALL vehicles, perform the following:

#### ! NOTE

- The two lower seatback cover hooks <circles> have a surface <arrow A> that rests on a metal ridge in the seatback frame <B>. You must detach these lower hooks before detaching the side clips.
- Failure to do so may result in damage to the seatback cover.
- Follow the steps below exactly to remove the seatback cover without damage.



- To view a short video overview on removing and reinstalling the seatback cover, scan the QR code to the left.

**TIP**

The QR code is for viewing the video on smartphones and tablets. Alternatively, the video can also be accessed through computer internet browsers with the link below:

<https://youtu.be/D550KdTaXbl>



- Locate the seat backrest cover hooks by hand <as shown>.



- Once the hooks are located, insert pry lever 80-200 (or equivalent) underneath the hooks <as shown>.



- Release the lower seat backrest cover hooks by lifting up on the cover in the direction shown <directional arrows> and gently prying the seat hooks <arrows> up and towards the rear of the vehicle using pry lever 80-200 (or equivalent).



- Once the lower seat backrest cover hooks have been released, remove the seat backrest cover by gently rotating the cover as shown <circular arrow>. It may be necessary to release the four seat backrest cover side clips using pry lever 80-200 (or equivalent) prior to rotation.
- Remove the seatback cover from the seatback frame.





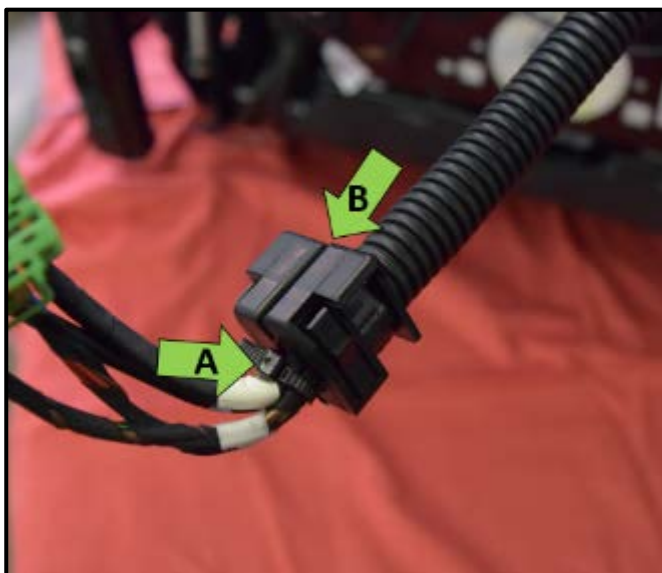
- Release the seatback cover retainers along the bottom and outboard edges of the seatback frame <arrows>.
- Remove the plastic fastener <circle>.

#### **NOTE**

The disassembly shown here was performed on a right side seat. The seat mounted airbag is always located on the outboard side of the seatback. Therefore, this disassembly step on a left side seat would be performed on the left side of the seatback.



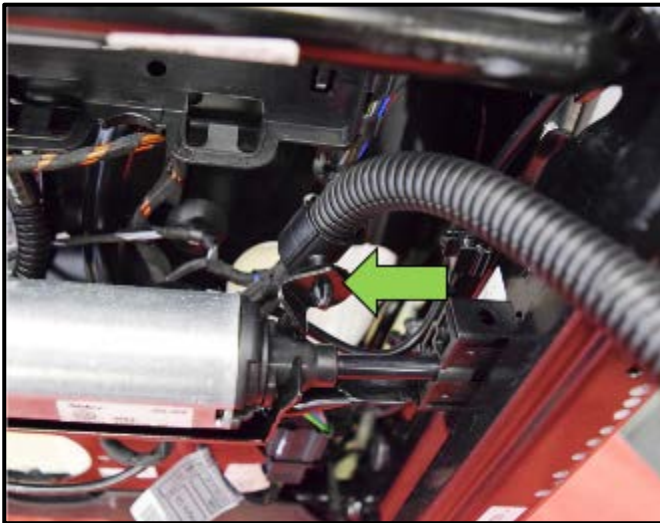
- On the underside of the seat, release the outboard side retaining strap <arrow> from the seat bottom pan.



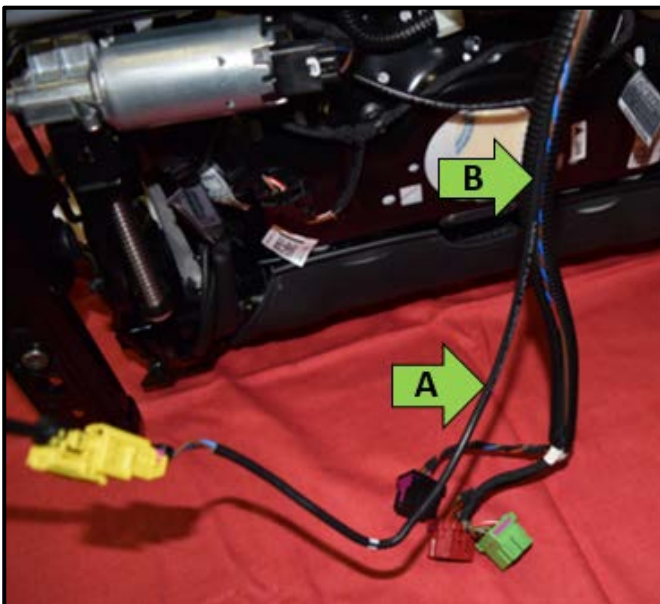
#### **TIP**

To aid in proper reassembly, wiring harness routing and orientation should be noted prior to disassembly. Take pictures and record the location of the wiring harnesses before removal.

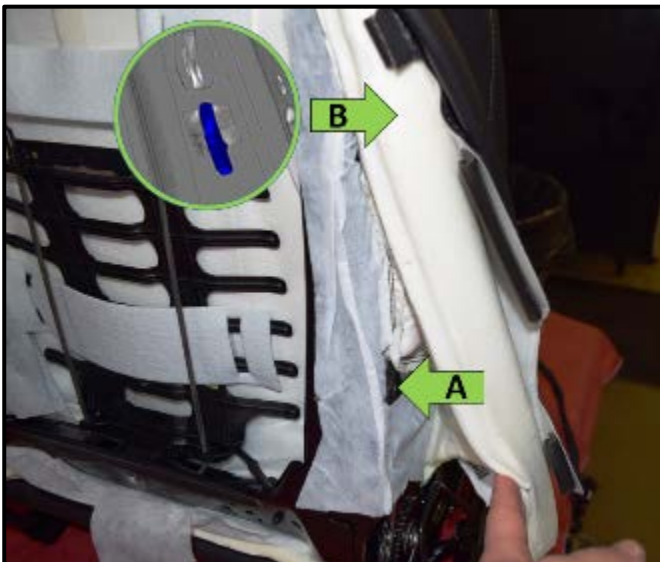
- Release the retainer <arrow B> from the lower end of the seat wiring pigtail.
- Carefully cut the tie wrap <arrow A>.



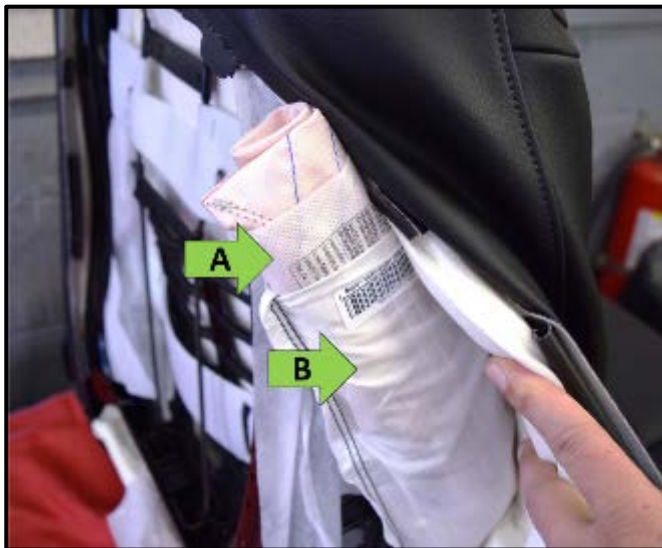
- Release the retainer securing the wiring harness to the seat frame <arrow>.



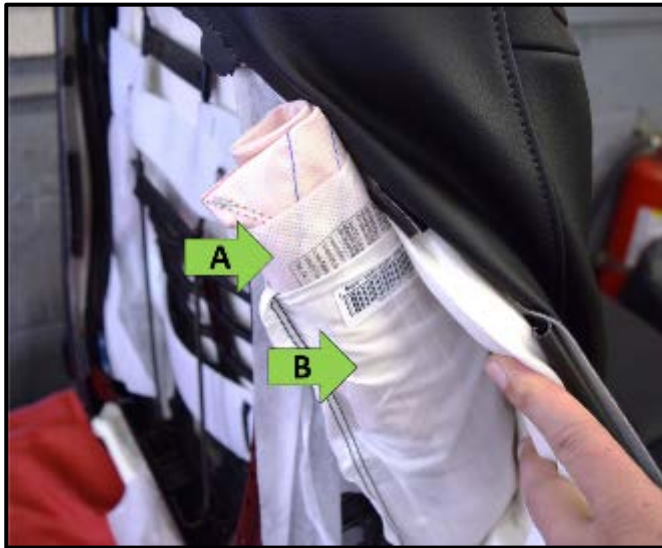
- Remove the airbag wiring harness <arrow A> from the seat wiring harness conduit <arrow B> and carefully disconnect the airbag wiring harnesses from the seatback frame.



- Carefully remove the seat cover and padding until the side airbag bolt <arrow A> is accessible <as shown>.
- Remove and discard the bolt <arrow A>.
- Release the side airbag from the hook <arrow B> in the backrest frame.

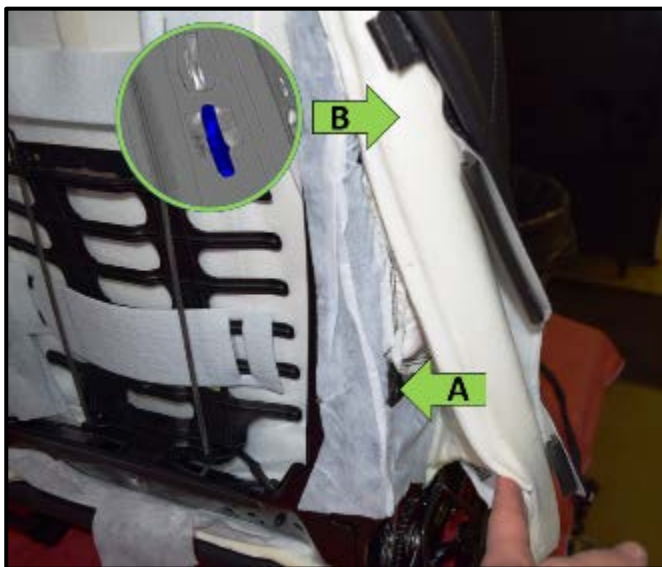


- Remove the side airbag <arrow A> from the sewn in pocket in the seat cover <arrow B>.



- Install the replacement side airbag <arrow A> into the sewn in pocket in the seat cover <arrow B>.

Part Number	Part Description
8R0 880 241 D	Driver Side Airbag
8R0 880 242 D	Passenger Side Airbag

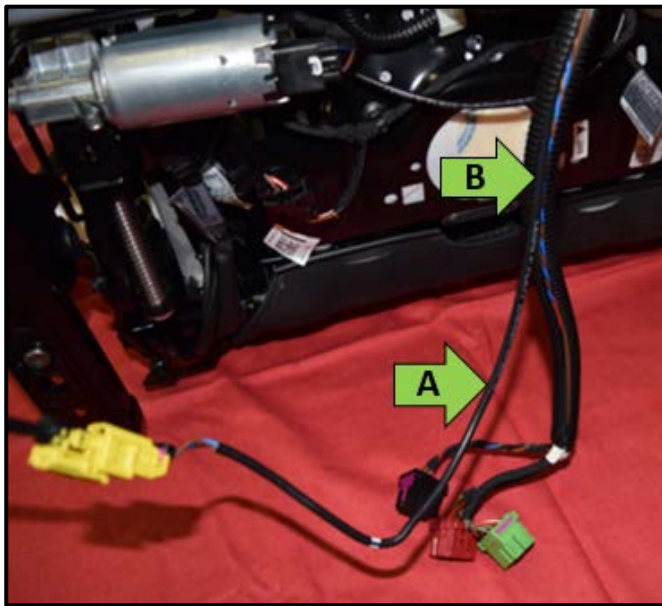


- Secure the side airbag on the hook <arrow B> in the backrest frame.
- Clean the threaded bolt hole <arrow A> with a thread tap (or equivalent).
- Install the NEW bolt <arrow A> and torque to 10 Nm using torque wrench VAG1783 (or equivalent).

Part Number	Part Description
N 907 371 05	Bolt for Airbag

- Properly install and secure the side airbag wiring harness to the seatback, referencing the routing and orientation noted during disassembly.





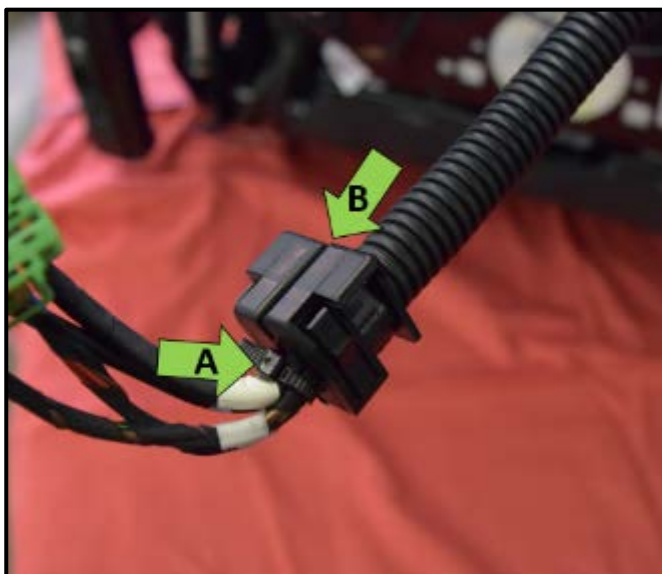
**TIP**

To aid in proper reassembly, reference the wiring harness routing and orientation noted prior to disassembly.

- Install the airbag wiring harness <arrow A> into the seat wiring harness conduit <arrow B>.



- Install the retainer securing the wiring harness to the seat frame <arrow>.



- Install the retainer <arrow B> to the lower end of the wiring harness.
- Secure the wiring harness at the location shown <arrow A> using a tie-wrap.

Part Number	Part Description
N 020 904 8	Cable Tie





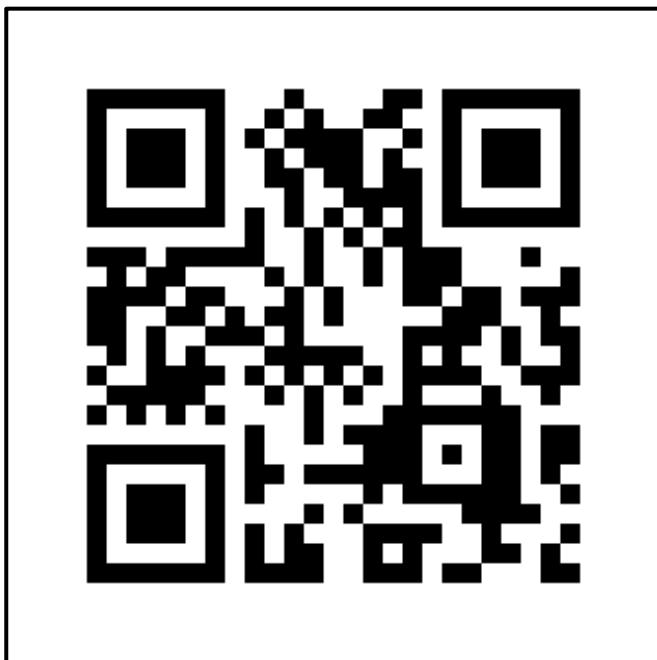
- On the underside of the seat, attach the outboard side retaining strap <arrow> to the seat bottom pan.



- Attach the seatback cover retainers along the bottom and outboard edges of the seatback frame <arrows>.
- Install the plastic fastener <circle>.



- Prior to reinstalling the seatback cover, inspect all attachment points for breakage or signs of stress <circle>.
- If breakage or stress is present, the seatback cover must be replaced.

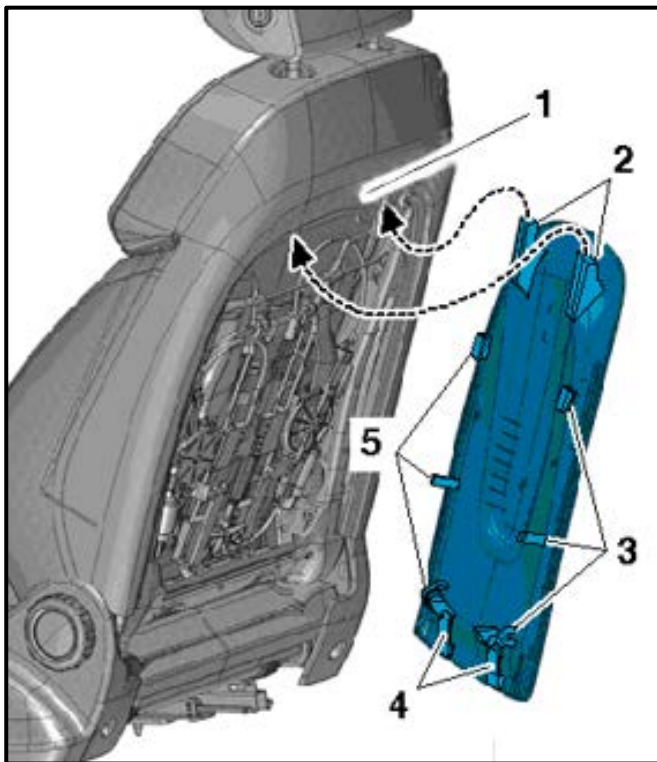


- To view a short video overview on removing and reinstalling the seatback cover, scan the QR code to the left.

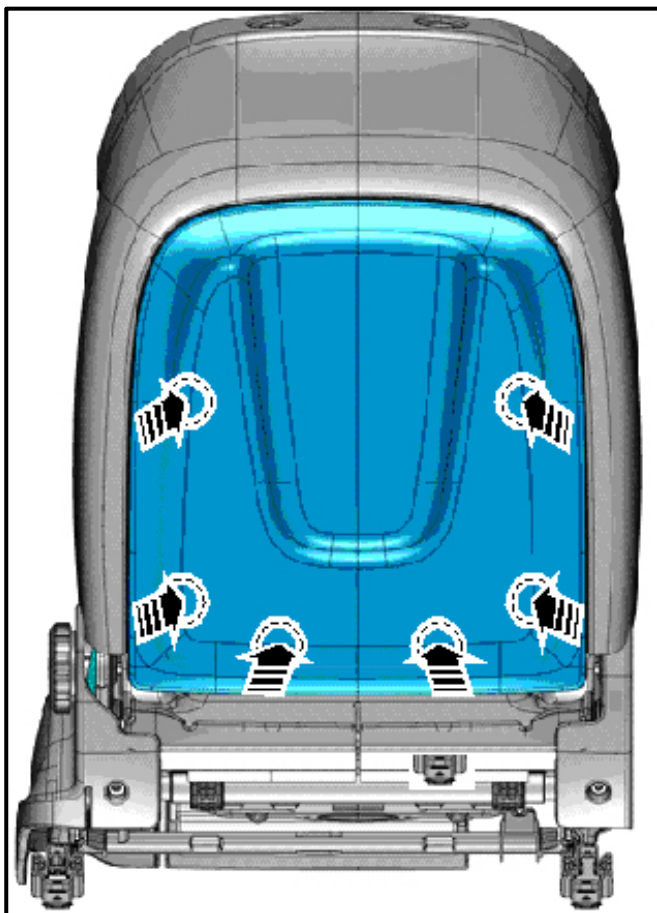
**i TIP**

The QR code is for viewing the video on phones and tablets. Alternatively, the video can also be accessed through computer internet browsers with the link below:

<https://youtu.be/D550KdTaXbl>



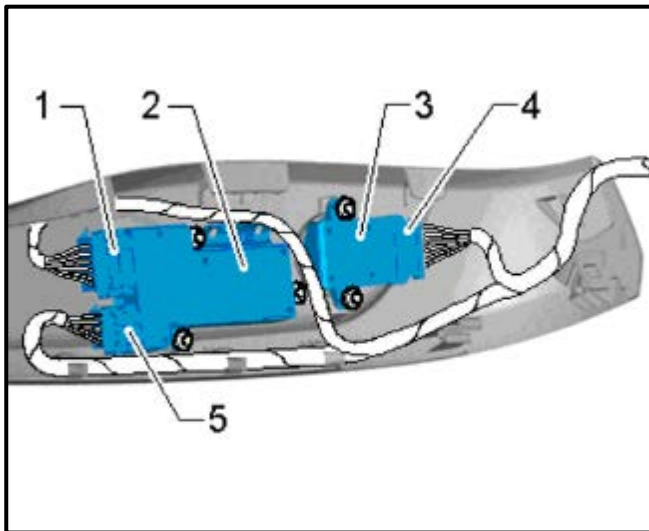
- Push the upper hook <2> under the upper backrest cross member <1>.
- Tilt the backrest cover down and engage the side retaining tabs <3> and <5> and the lower hooks <4>.
- Make sure the tabs on the side fit correctly into the backrest frame and the lower hooks <4> are seated correctly in the backrest frame.



- Press the backrest cover firmly forward into the areas marked with circles <arrows>.
- Ensure the backrest cover is correctly locked at all attachment points (arrows).



- Once installed, slide the backrest cover in the direction shown <directional arrows> and check for excessive play at the top <arrow 1>.
  - If the play observed is greater than 6mm (1/4 inch), the backrest cover is damaged and must be replaced.

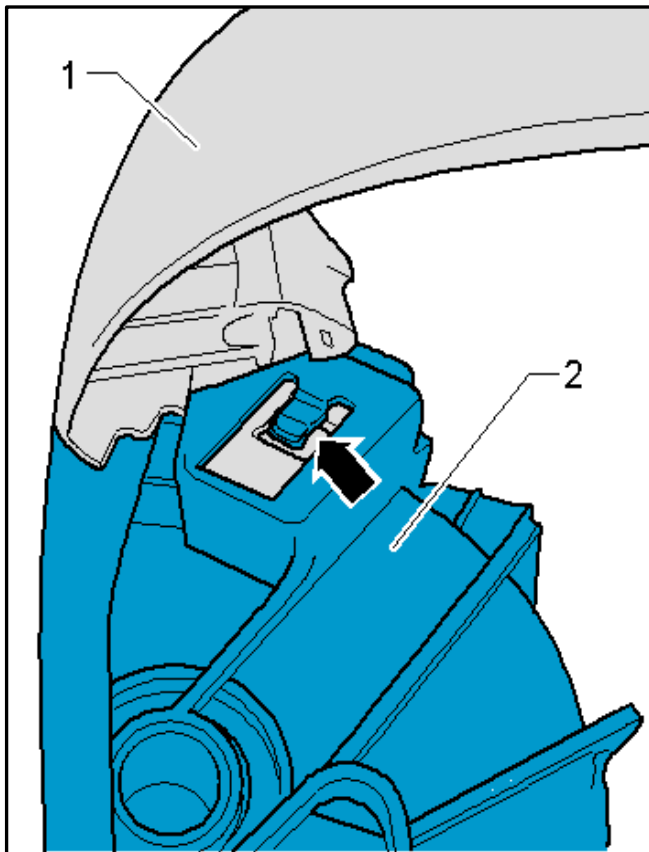


**On vehicles equipped with a power seat, perform the following:**

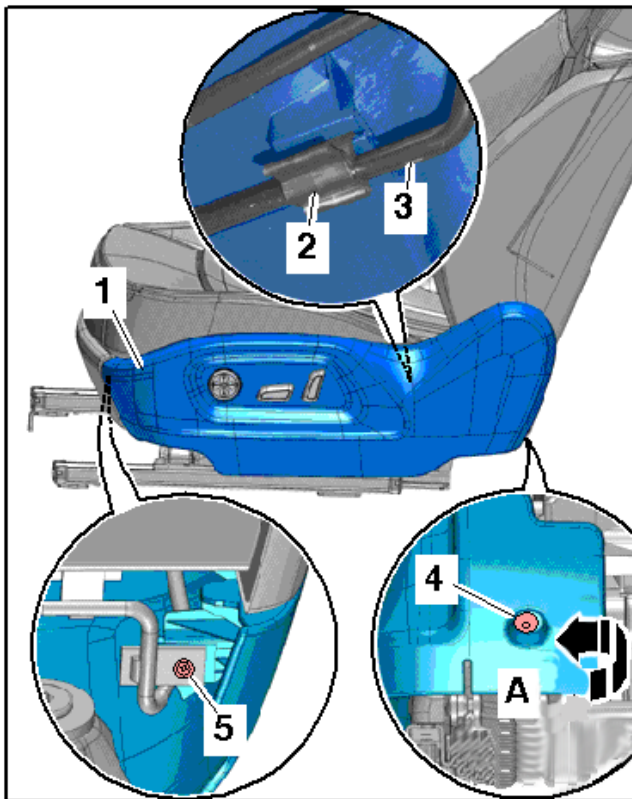
- Reconnect any electrical connectors <1, 4, and/or 5> to the trim mounted switches <2 and/or 3> between the seat trim panel and the seat itself.

**NOTE**

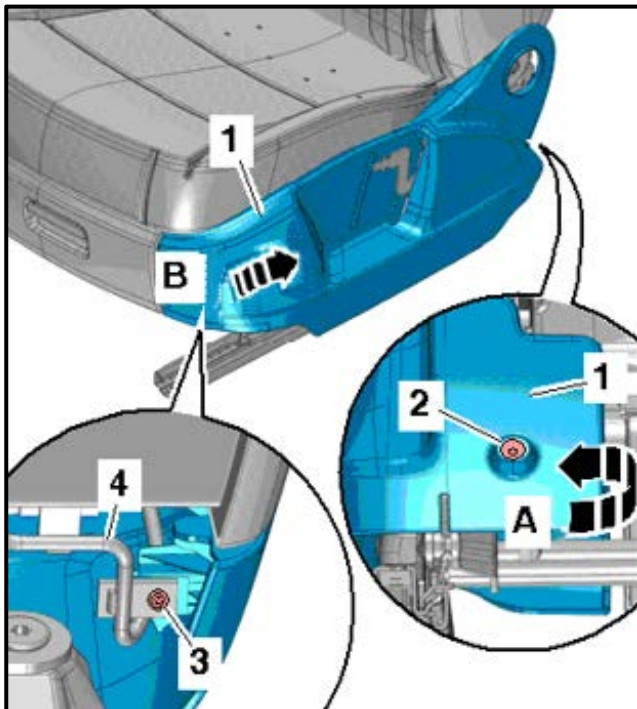
The number of connectors can vary based on vehicle equipment. This illustration shows the version with the most equipment possible.



- Reattach the seat side sill trim <1> to the bracket and slide it forward.
- Reconnect the retainer <arrow> to the storage compartment <2> and the seat side sill trim <1>.



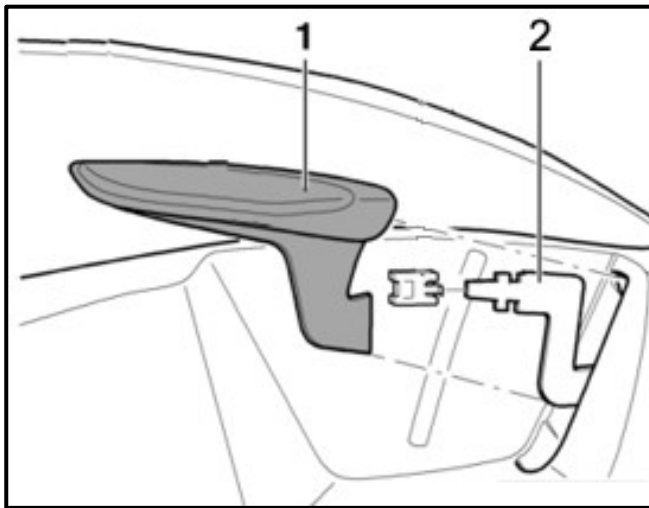
- Align the seat side trim <1> to the front seat.
- Reattach the bracket <3> to the clip <2>.
- Reattach the side trim <1> to the rear of the seat <arrow A>.
- Reinstall the screw <5> and the seat side trim spreader clip <4>.
- Torque the screw to 8 Nm using torque wrench VAG1783 (or equivalent).



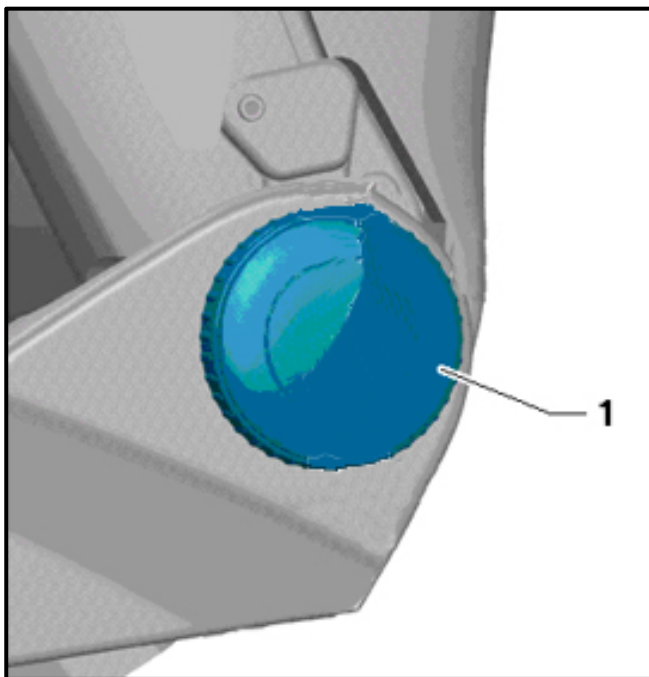
**On vehicles equipped with a manual seat, perform the following:**

- Position the rear side trim slightly downward and install it to the bracket <4> then slide it in a rearward direction <arrow B>.
- Attach the side trim <1> to the rear of the seat <direction of arrow A>.
- Install the mounting screws <2 and 3>.
- Torque screws to 8 Nm using torque wrench VAG1783 (or equivalent).





- If equipped, install the adjustment handle <1> to the adjusting lever <2>.



- Install the backrest adjustment wheel <1>. Replace the wheel if it is excessively loose after assembling.



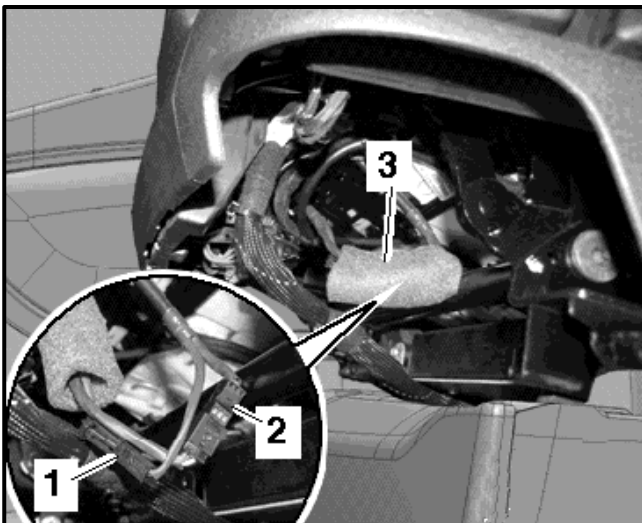
- Remove the seat from the Engine/Transmission Holder – Seat Repair Fixture VAS6136.

**NOTE**

- Due to the weight and size of the front seat, assistance from a second technician may be helpful in installing the seat.
- While lifting the seat into the vehicle, it must not be grasped by the attachments (i.e. seat belt latch, seat adjustment lever(s), seat trim panels, etc.). Damage to these components is NOT covered under this action.
- Use care when installing the seat to not damage the threads in the mounting plate of the seat crossmember.

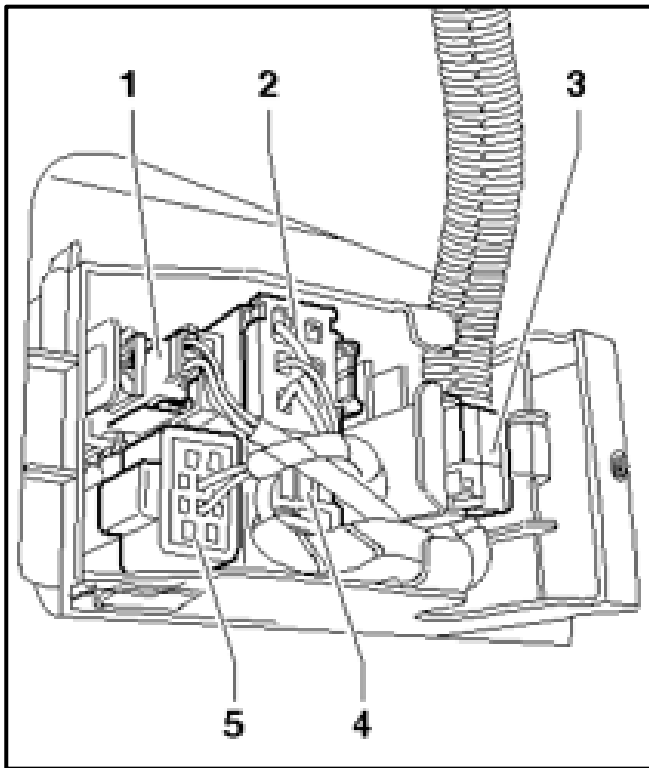


- Before reinstalling the front seat, ensure the Universal Vehicle Protector - VAS871 001 remains in place <as shown> to protect the sill panel during installation.
- Carefully lift the seat into the vehicle through the door opening.
- Insert the seat into the corresponding openings in floor via the centering pins.

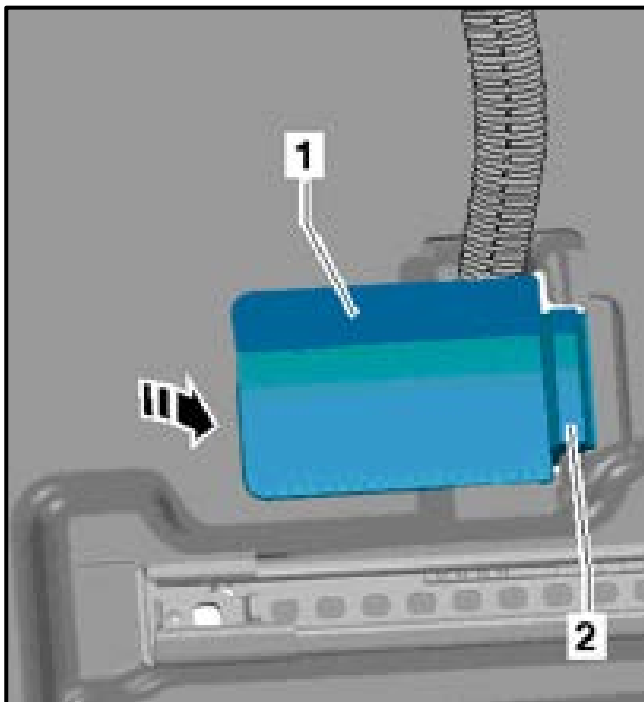


**On vehicles equipped with a DVD player:**

- Push the grommet <3> to the side.
- Reconnect the electrical connectors <1 & 2>.



- Reconnect remaining seat harness electrical connectors <2, 4, and/or 5> to the wire holder <3>.
- Remove the Airbag Lockout Adapter VAS6281 from the side airbag wiring harness connector.
- Reconnect the side airbag connector <1>.
- Reinstall the wire holder <3> to the connector station.



- Reattach the front cover <1> connector station under the seat <2>.

## **WARNING**

The ignition must be on when connecting the battery. If pyrotechnic components (for example, airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. To reduce the risk of injury, there must not be anyone in the vehicle interior when connecting the battery.





## Non-Hybrid Vehicles

- Ensure the ignition is still in the ON position.
- Connect the negative battery cable <arrow> and tighten the nut to 5 Nm.



- Install the battery access cover <arrow>.



- Close the rear carpet cutaway <arrows>.

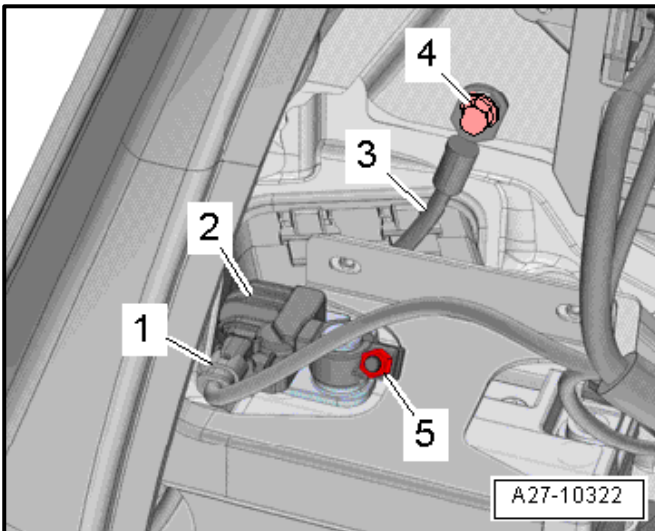


- Install the spare tire.
- If the vehicle is equipped with a subwoofer, install the subwoofer and connect the connector <arrow>.
- Install the spare tire retaining nut <circle>.



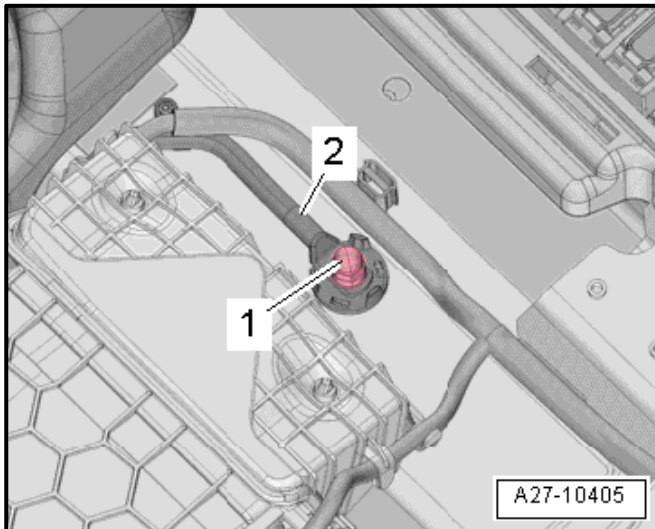
- If equipped, install the luggage tray <arrows>.
- Install and close the spare tire cover.
- Close the rear hatch.

### Hybrid Vehicles

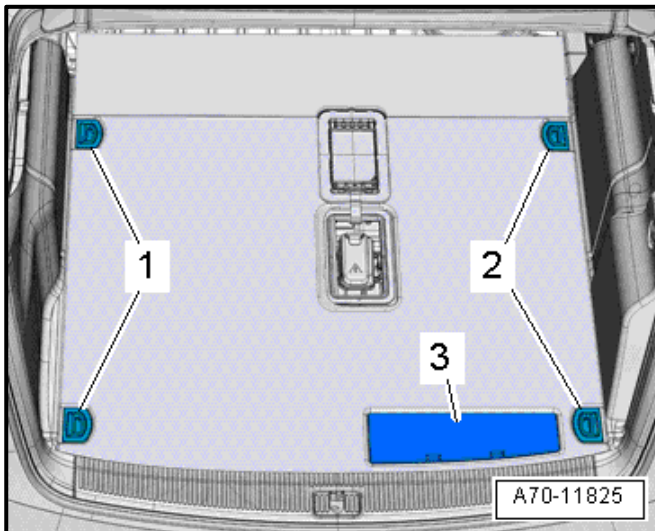


- Remove the insulating tape installed during cable disconnection.
- Reconnect the battery ground cable terminal <2> to the battery negative pole and tighten the nut <5> to 5 Nm.

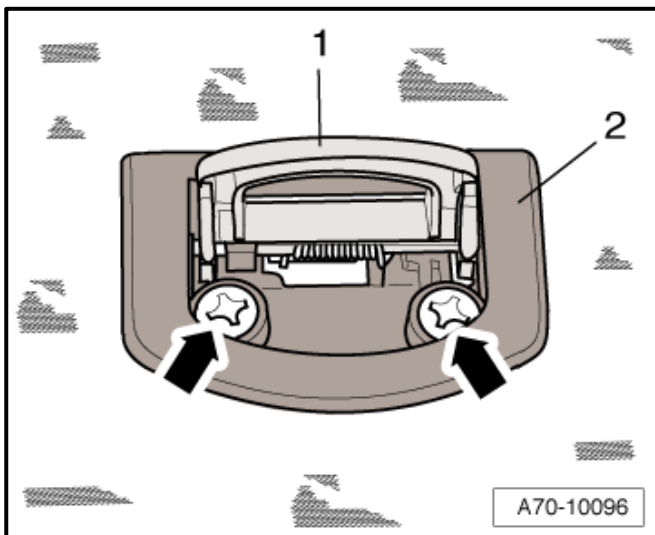
- Reinstall the luggage compartment left side trim panel cover.
- Remove the insulating tape installed during cable disconnection.
- Install ground cable <2> for the Battery and tighten nut <1> to 20 Nm.



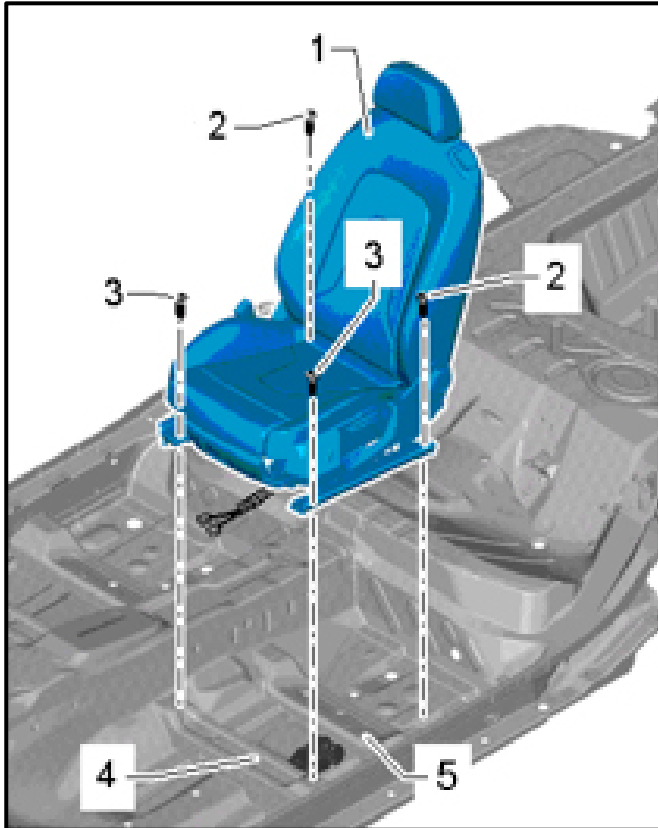
- Reinstall the luggage compartment floor panel and tool box <3>.
- Reposition the backrests upward.



- Install tie-down mounts <2> and screws <arrows>. Tighten to 6 Nm.
- Fold the tie-downs <1> downward.



## All Vehicles



### NOTE

- Prior to installing the seat bolts, ensure that the threads and bolt holes are clean and free of debris.
- When installing the bolts, initially install them by hand and only tighten them with hand tools. DO NOT install or tighten them with an impact wrench, air ratchet, etc.

- Move the seat <1> to the full-forward position.
- Reinstall the rear mounting bolts <2> into the console <5>.
- Move the seat <1> to the full-rearward position.
- Reinstall the front mounting bolts <3> into the console <5>.
- Torque all bolts <3 & 4> to 50 Nm using torque wrench VAG1331 (or equivalent).

**Proceed to Section C**

## Section C – Campaign Completion Stamp

Item#: AUD4927ENG

I certify that this campaign  
has been performed in strict  
accordance with the applicable  
Audi repair procedure.

SAGA Code: \_\_\_\_\_

Technician: \_\_\_\_\_

Date: \_\_\_\_\_

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.

**ALL WORK IS COMPLETE**

**Proceed to Section D**

**- OR -**

Item # AUD4927FRE

Je certifie que cette  
campagne de rappel a été  
exécutée suivant les strictes  
directives de réparation  
d'Audi

Code de SAGA: \_\_\_\_\_

Technicien: \_\_\_\_\_

Date: \_\_\_\_\_

## Section D - Parts Return / Disposal

### **WARNING**

DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.

### **U.S.A.: Mandatory Side Airbag Parts Return**

All side airbags replaced under Safety Recall – 69M1 must be returned to the designated inspection facility. Requests for all side airbags will be available in the Warranty Parts Portal (WPP) once the claim has reached Approved status in SAGA.

### **Side airbags not returned or improperly returned are subject to claim cancellation.**

Safety Recall – 69M1 claims will be cancelled in SAGA in the event the side airbags requested for return through the WPP are not received or in-transit with FedEx by the request expiration date.

Use the Warranty Parts Portal to obtain the FedEx shipping label and required hazardous material documentation. Review Warranty Parts Return Center Communication **AWA-16-04** for additional information.

### **CANADA: Mandatory Side Airbag Parts Return**

### **WARNING**

DO NOT detonate the airbag prior to return. Airbags are to be returned in-tact and left in their as-removed state.

All side airbags replaced under Safety Recall 69M1 must be placed immediately into the packaging of the replacement unit. Once safely in the packaging, all side airbags replaced under Safety Recall 69M1 should be stored in a dedicated safe location until further notice. Airbags should be labeled to prevent accidental deployment. A Dealership communication outlining the process to return the side airbags will be sent in the weeks to come.

Please refer to Audi Canada Warranty Circular **CAWP-16-09**.



## Appendix A – Warning and Safety Precautions

### WARNING

The engine could start unexpectedly.

For general work performed on the high voltage system the ignition must be switched off and the key must be kept outside of the vehicle interior.

### WARNING

#### High voltage components have hazardous voltage

##### Note the following when working near high voltage components and high voltage cables:

- Cutting, deformed, and sharp edged tools or heat sources such as welding, solder, hot air and thermal glue are forbidden.
- Visually inspect the work area before working on high voltage components.
- Perform a visual inspection of the Electric Drive Power And Control Electronics -JX1-, the Electro-Drive Drive Motor -V141-, the A/C Compressor -V470- and the high voltage lines when working in the engine compartment.
- Visually inspect the high voltage cables and the covers when working on the underbody.
- Visually inspect all potential equalization cables.

##### Observe the following when performing the visual inspection.

- None of the components appear to have any external damage.
- The high voltage cable insulation and the potential equalization cable insulation are not damaged.
- The high voltage cables must not have any unusual deformations.
- Each high voltage component must be marked with a red warning label.

### WARNING

Electrostatic discharges can lead to unintended deployment of the airbag. The technician must discharge static electricity prior to handling pyrotechnic components (for example, airbag, belt tensioner) or disconnecting the ignition wire and ground wire. This is done, for example, by briefly touching the body or door striker.

### WARNING

It is only necessary to use hand tools to remove the seat. DO NOT remove seat mounting bolts with an impact wrench, air ratchet, etc. as this may result in accidental airbag deployment. Any unintended airbag/pyrotechnic device deployment is not covered under this action.

### WARNING

The ignition must be on when connecting the battery. If pyrotechnic components (example: airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. To reduce the risk of injury, there must not be anyone in the vehicle interior when connecting the battery.

### WARNING

When working on vehicles with the ignition already switched on or that are ready to drive there is a danger of the engine starting unexpectedly and of being poisoned by gas in enclosed areas. Risk of body parts and/or clothing being clamped or pulled.

Perform the following before switching on the ignition:

- Move the selector lever into P.
- Activate the parking brake
- Turn off the ignition.
- Open the hood
- Connect Battery Charger -VAS5095A- to the battery jump start terminal.
- Turn on the ignition.

## WARNING

When installing the seat, if a thread in mounting plate of seat crossmember was damaged, a reworking of the damaged thread is forbidden. In this case, the seat crossmember mounting plate must be replaced.

## CAUTION

- Testing, removing, installing, and repair work may only be performed by qualified personnel.
- There is no change interval for airbag units.
- Never test with a test light, volt meter, or ohm meter.
- The pyrotechnic components may be checked only when they are installed with an approved vehicle diagnosis, testing, and information system.
- When working on the Airbag System, the battery ground cable must be disconnected WITH THE IGNITION SWITCHED ON. Then cover the negative battery terminal.
- Prior to beginning other work on the airbag system, wait for 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery.
- No one should be inside the vehicle when reconnecting the battery.
  - Exception: Vehicles with a battery located inside the passenger compartment.
- Wash hands after touching ignited restart system pyrotechnic components.
- Pyrotechnic components may not be opened nor repaired; always use new parts (risk of injury).
- Pyrotechnic components that have fallen onto a hard surface or show signs of damage must not be installed in the vehicle.
- Do not leave the pyrotechnic component out unattended.
- When connecting restraint system pyrotechnic components, only the person performing the work should be inside the vehicle.
- Do not use any grease or cleaning solutions on pyrotechnic components.
- Replace the airbag unit if any contaminants such as oil, grease, paint, or dye cleaning solution have penetrated the fabric.
- Pyrotechnic components must not be exposed to temperatures over 100°C (212°F), even for a short time.
- Store the driver and front passenger airbag units in the uninstalled state so that the cushioned side faces upward.
- Airbag units should be installed immediately upon removal from shipping package.
- When replacing airbag units, the following sequence must be followed exactly:
  - Remove the old airbag unit and store with the upholstered/cushioned side facing up.
  - Remove the new airbag unit from the transport container and store it with the upholstered/cushioned side facing up.

- Place the old airbag unit in the transport container immediately.
- Install the new airbag unit in the vehicle.
- Airbag unit is to be returned to the shipping package if there is an interruption in work.