

Safety Recall

Code: 6903



| | |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Subject | Airbag Control Module Software |
| Release Date | August 17, 2016 |
| Affected Vehicles | U.S.A. & CANADA: 2017 MY Audi Q7 <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 & verification source.</i> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ 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. |
| Problem Description | Due to a software issue within in the airbag control module, the frontal airbags may deploy with too much force in relation to the type of crash. This can result in an increased risk of injury to front seat occupants in a crash. |
| Corrective Action | Update airbag control module software. |
| Parts Information | No parts required; software update only. |
| Code Visibility | On or about August 17, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles. On or about August 17, 2016, this campaign code will show open on affected vehicles in Elsa. On or about August 17, 2016, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov (USA Only). |
| Owner Notification | Owner notification will take place in September 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 <u>New Vehicles in Dealer Inventory:</u> 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. <u>Pre-Owned Vehicles in Dealer Inventory:</u> 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 <u>before delivery to consumers.</u> |

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.

| | |
|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Number | 69O3 (Use the letter O, not number zero) |
| Damage Code | 0099 |
| Parts Vendor Code | 002 |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 |
| Causal Indicator | Mark labor as causal part |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action |
| Criteria I.D. | 4M |
| | Connect Battery Charger Labor operation: 2706 89 50 10 T.U. -AND- Update software. Labor operation: 6953 25 99 Time stated on diagnostic protocol (max 60 TU) |

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 69O3 – Airbag Control Module
2017 Model Year Audi Q7**

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 2017 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a software issue within in the airbag control module, the frontal airbags may deploy with too much force in relation to the type of crash. This can result in an increased risk of injury to front seat occupants in a crash.
- What will we do?** To help correct this defect, your authorized Audi dealer will update the software in the airbag control module. This work will take about one hour 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 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.
- 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.
- 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 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)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 69O3 – Airbag Control Module
2017 Model Year Audi Q7**

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 2017 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to a software issue within in the airbag control module, the frontal airbags may deploy with too much force in relation to the type of crash. This can result in an increased risk of injury to front seat occupants in a crash.

What will we do? To help correct this defect, your authorized Audi dealer will update the software in the airbag control module. This work will take about one hour 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.

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.

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.

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

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.

TIP

If campaign completion label is present, no further work is required.

Required Tools



- VAS6150C – Diagnostic Tester (or equivalent)



- VAS5054A – Remote Diagnosis Head (or equivalent)



- GRX3000VAS – Battery Tester/Charger (or equivalent)

Repair Instruction

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.

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

- Confirm the Campaign/Action status <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 – Repair

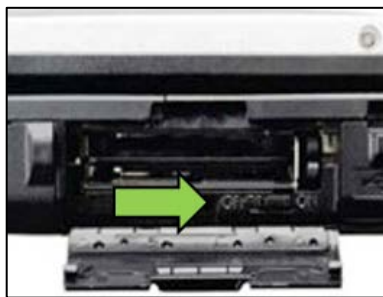
NOTE

Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;

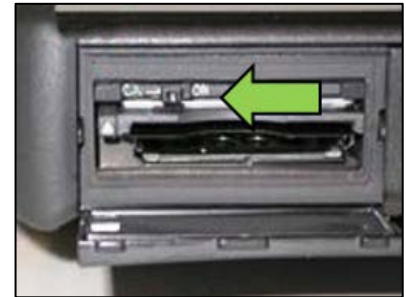
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
 - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
 - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
 - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **If using the Bluetooth VAS 5054A transmitter head, it is connected to the tester with a USB cable.**
 - Performing a software update using a Bluetooth connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth.
- ✓ **The Bluetooth function of the scan tool is physically switched off <see pictures below>.**



VAS 6150 & VAS 6150A
(Front panel behind handle)



VAS 6150B
(Right side behind WIRELESS door)



VAS 6150C
(Left side behind SC/EX door)

WARNING

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

TIP

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2014603: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.



- Open the hood.
- Open the battery cover.
- Attach the GRX3000VAS Tester/Charger (or equivalent) to the vehicle battery.
- Connect the VAS6150C Diagnostic Tester (or equivalent) to the vehicle.
- Start the ODIS program.
- Confirm that scan tool is communicating with the diagnostic head by USB <Green Arrow>.
 - If the Bluetooth symbol is shown <Red Arrow> then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.
- From the home screen of the scan tool select Flash.
- Follow the on-screen prompts.
- Select "SVM code input."
- Enter SVM code 69O3A430.
- Follow the on-screen prompts.
- Save the diagnostic log online.

Proceed to Section C

Section C – Campaign Stamp

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

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal (item# AUD4927ENG or AUD4927FRE).

OR

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

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

ALL WORK IS COMPLETE