

# Safety Recall

## Code: 69P1



<b>Subject</b>	<b>Head Curtain Airbag Canister</b>
<b>Release Date</b>	February 02, 2017
<b>Affected Vehicles</b>	<p><b>U.S.A. &amp; CANADA: Certain 2011-2017 MY Audi Q5 with Panoramic Sunroof</b></p> <p><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></p> <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>
<b>Problem Description</b>	If the water drainage system of the sunroof becomes damaged or impaired (such as during a repair), water could saturate the foam around a side head curtain airbag canister. This could cause corrosion to form on the canister over time. If this happens, the canister could fracture without airbag deployment, propelling fragments into the passenger compartment, striking and causing serious injury to vehicle occupants.
<b>Corrective Action</b>	<p>Inspect vehicle for evidence of water ingress, examination of drainage system, disassembly of headliner and trim. Remove foam and inspect side head curtain airbag canister for relevant corrosion.</p> <ul style="list-style-type: none"><li>• In case of no or light surface corrosion, a wax will be applied to the inflator.</li><li>• In case of more than light surface corrosion, the vehicle should not be driven until repairs are made.</li></ul> <p>Please be aware that repair under this recall is limited to the head curtain airbag canister only. Repairs required to address damage to any other vehicle components resulting from existing or former water ingress issue(s) are not covered under this recall.</p>
<b>Precautions</b>	Owners are advised that passengers should not use the second row seating until this recall repair has been performed. If any evidence of a water leak is visible on the headliner or in the rear of the vehicle, owners are advised to contact their nearest authorized dealer without delay in order to have the vehicle inspected.
<b>Code Visibility</b>	<p>On or about February 02, 2017, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> &amp; OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about February 02, 2017, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about February 02, 2017, affected vehicles will be identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a>.</p>
<b>Owner Notification</b>	Owner notification will take place in February 2017.
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><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</b></p>

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>	69P1						
<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 labor as causal						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action						
<b>Criteria I.D.</b>	8R						
	<p>Inspect head curtain airbag inflator canisters and install protective wax (ISI Automotive airbag inflator canister)</p> <p>Labor operation: 6961 00 99                      100 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>0.07</td><td>D 308SP5A1</td><td>Protective Wax</td></tr></tbody></table> <p>-OR-</p> <p>Inspect head curtain airbag inflator canisters, no wax required (Autoliv airbag inflator canister)</p> <p>Labor operation: 0183 00 99                      90 T.U.</p>	Quantity	Part Number	Description	0.07	D 308SP5A1	Protective Wax
Quantity	Part Number	Description					
0.07	D 308SP5A1	Protective Wax					

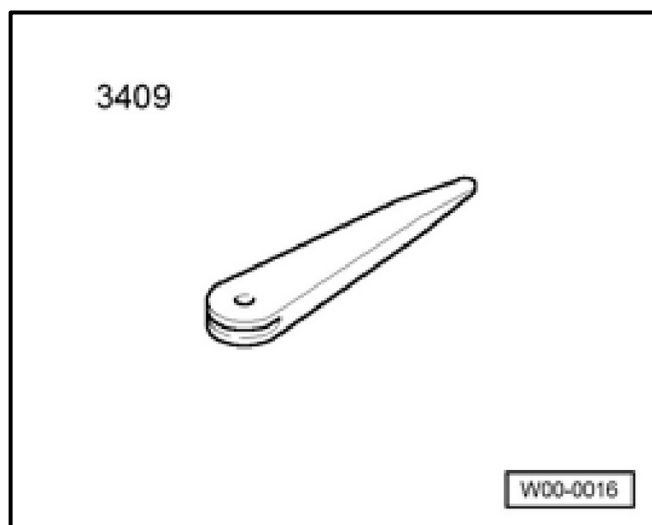
## NOTE

- 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.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Repairs under this recall are limited to the head curtain airbag canister only. Repairs required to address damage to any other vehicle components resulting from existing or former water ingress issue(s) are not covered under this recall.

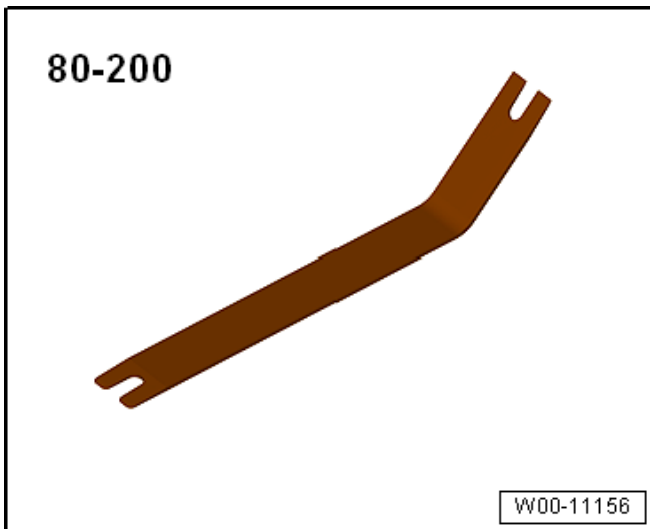
## Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
8R	1	D 308 SP5 A1	Protective Wax

## Required Tools



- Trim Removal Wedge -3409- (or equivalent)



- Pry Lever -80-200- (or equivalent)



- Applicator Brush (locally sourced, shop supply)



- Omega Clip Tool –T40280- (or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

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

**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 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 – Repair Procedure, Removal of Headliner Trim for Inspection of Head Curtain Airbag Inflator and Installation of Protective Wax.

### NOTE

- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- It is advised that in cold weather the vehicle be allowed to warm up (example, inside the shop) to avoid damaging the interior trim panels and clips during removal.

### CAUTION

#### Accident risk.

When working on pyrotechnic components (for example the airbag, belt tensioner), it is necessary to disconnect the battery with the ignition turned ON.

- The Service Writer, Service Manager and/or Warranty Administrator will need to check the following prior to beginning water ingress inspections:
  - Check for Warranty Key **U98** (U.S.) or contract type **CANAU-CAMP-69P1** (CAN) in the vehicle data section of Elsa and follow instructions.
  - If warranty key **U98** (U.S.) or contract type **CANAU-CAMP-69P1** (CAN) is not present continue with water ingress inspection.

### Water Ingress Inspection:



- Open the rear doors of the vehicle and inspect the headliner on both sides of the vehicle for water ingress on the rear area of the headliner <A> near the D-pillar trim.
- If no water ingress is noted on either side, proceed to the next step.
  - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.

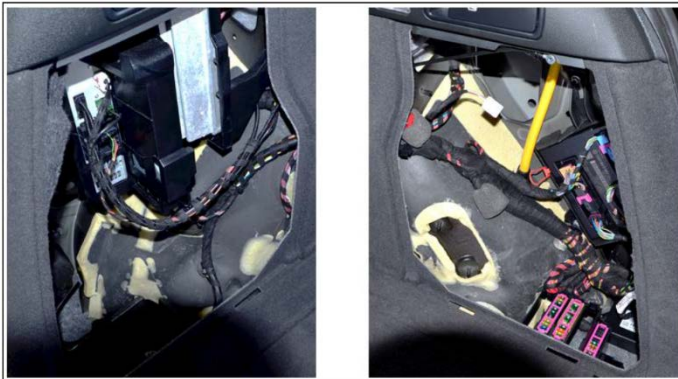
- When water ingress is found, an ATA WEB ticket <arrow> will need to be created.

Technical Assistance			
<b>Create Ticket</b>			
<b>Ticket Information</b>			
Concern Type:	Select a concern type	Technician Email:	
Technician Name:	Kevin Guerin	Dealer Code:	000000
<b>Vehicle Information</b>			
VIN:	WAUJAPBF10A100955	Make:	A
Model:	QV4SPK	Model Year:	2016
Mileage:		Engine Code:	CXUA
Transmission Code:	RPQ		
Contact Options: <input type="radio"/> I will call now <input checked="" type="radio"/> I will wait for web response (up to 2 business hours)			

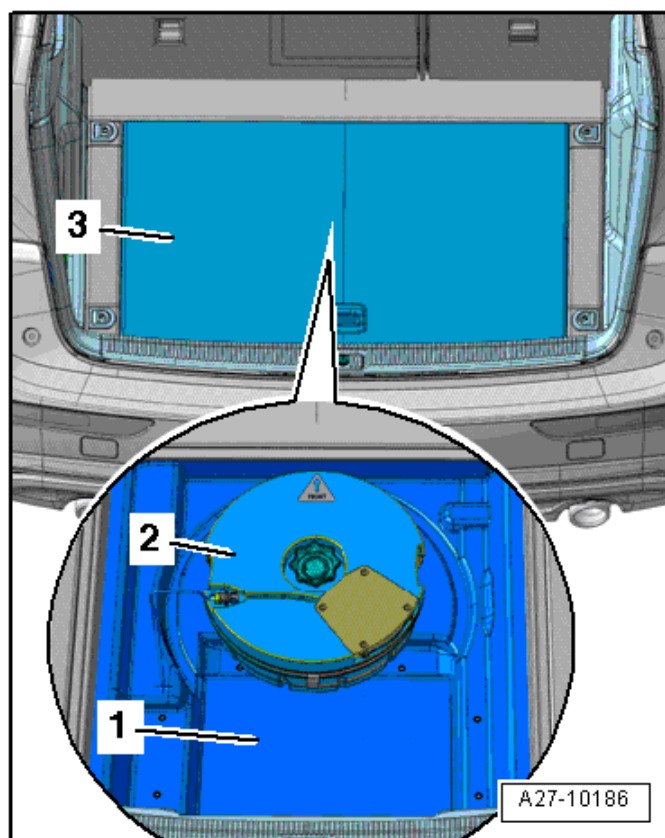
- When creating the WEB ticket, be sure to enter a contact phone number at the bottom of the Technician's Questionnaire.



- Remove the left and right rear luggage compartment trim panel inserts.
- Disconnect the 12V outlet on the right side luggage compartment insert (if equipped).
- Inspect the wheel well areas for any signs of water ingress.
- If no water ingress is noted, proceed to the next step.
  - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.



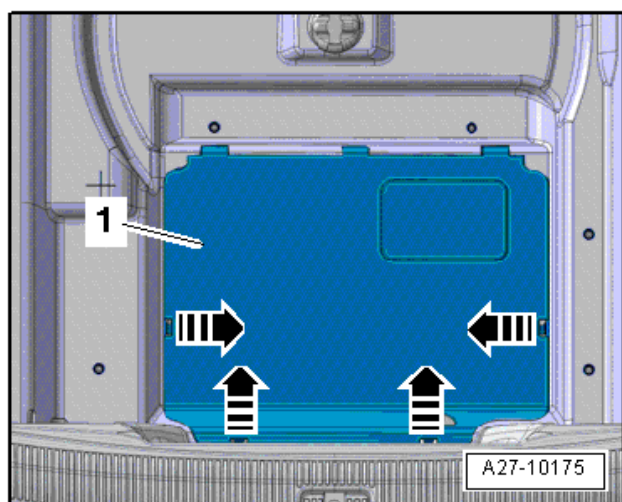




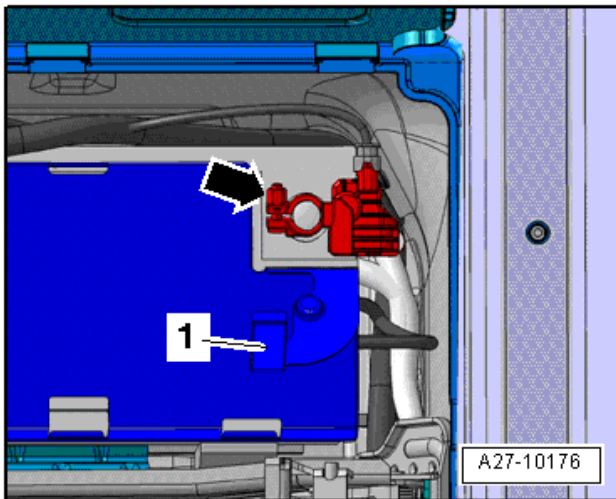
# **NOTE**

Disconnect the battery ground cable with the ignition turned on.

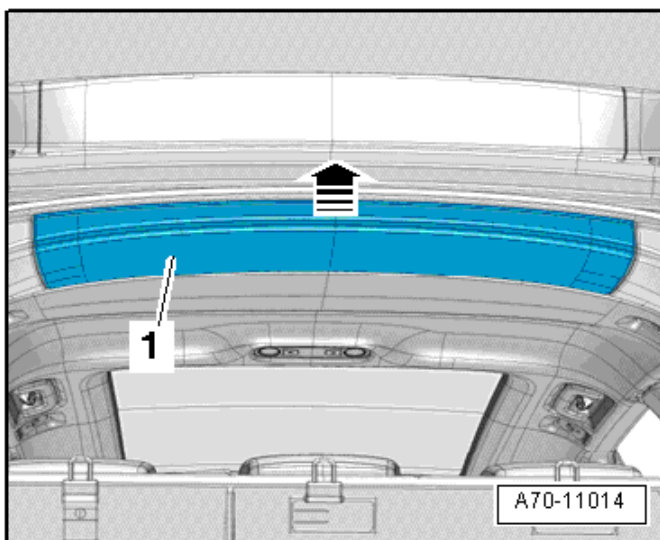
- Turn the vehicle ignition to the ON position.
- Remove the luggage compartment floor covering <3>.
- Remove the dirt tray, if applicable.
- If equipped, remove the subwoofer <2>.
- Remove the spare tire.
- Fold back the carpet <1> over the cover.
- Inspect the spare tire well and surrounding areas for any signs of water ingress.
- If no water ingress is noted, proceed to the next step.
  - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.



- Unlock the retaining tabs <arrows> and open the cover <1> and inspect the battery well for any water ingress.
- If no water ingress is noted, proceed to the next step.
  - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.



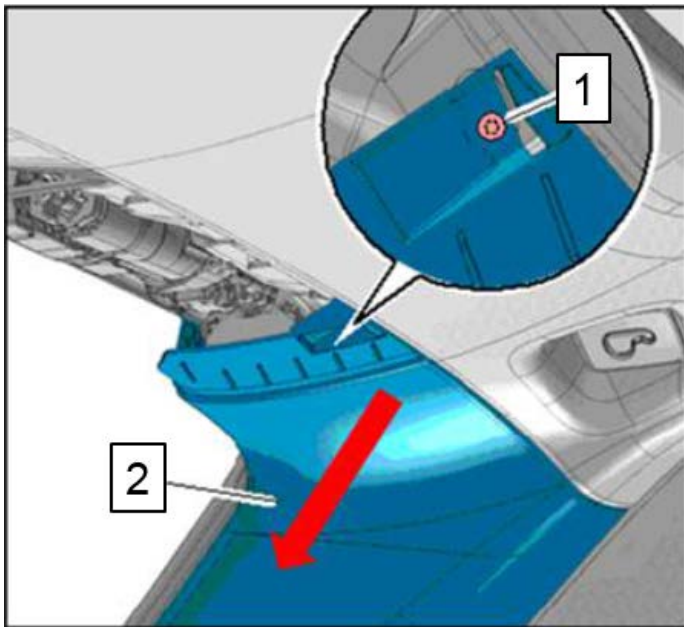
- Open the cover <1> over the battery negative terminal.
- Loosen the nut on the negative terminal several turns and remove the battery ground cable <arrow> from the battery pole and isolate the ground cable.



- Carefully unclip the rear roof panel trim <1> in the center of the roof frame using the Pry Lever -80-200- and pull the rear roof trim off towards the rear in the direction of the <arrow>.
  - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.



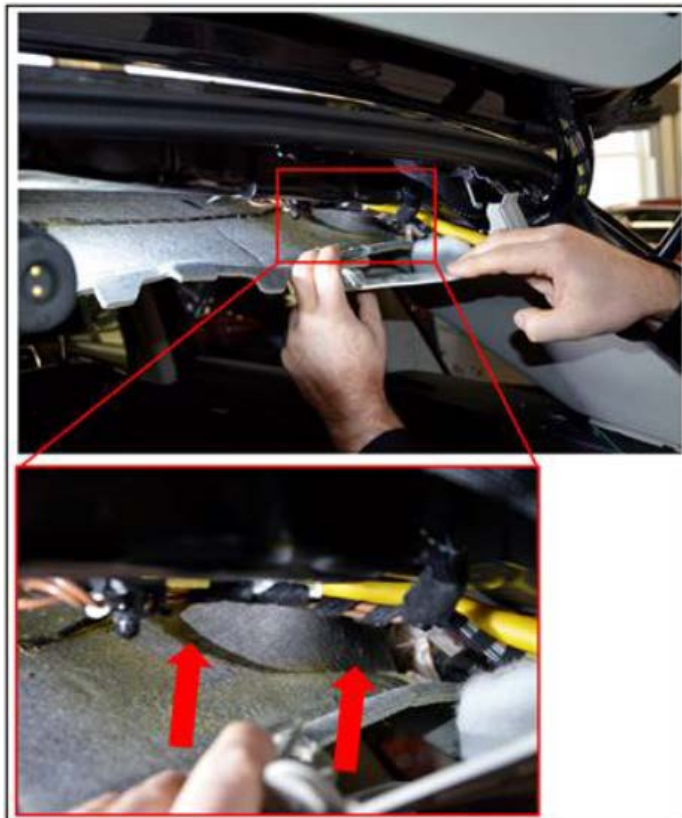
- Release the center rear headliner retaining clip using a small screwdriver to release the two tabs on either side of the clip.
  - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.



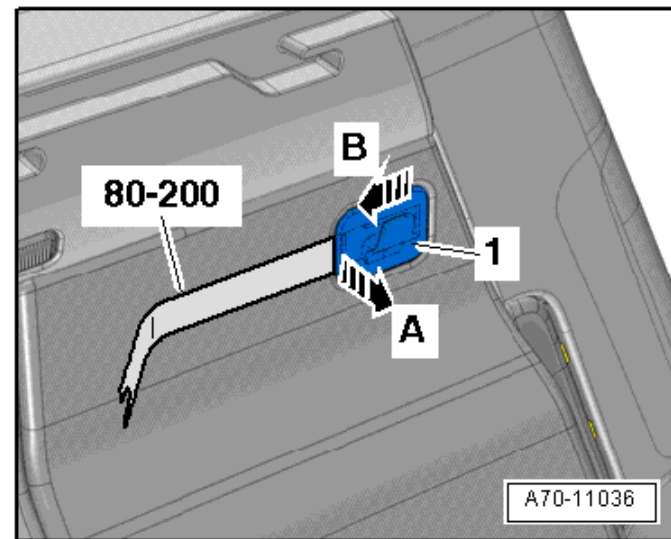
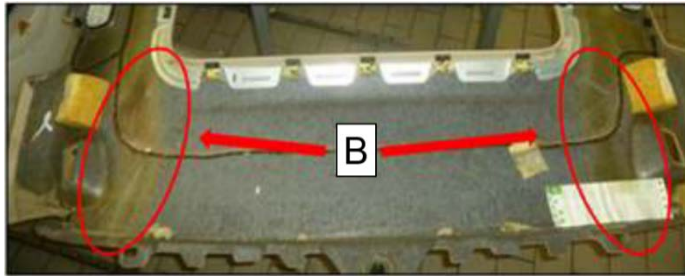
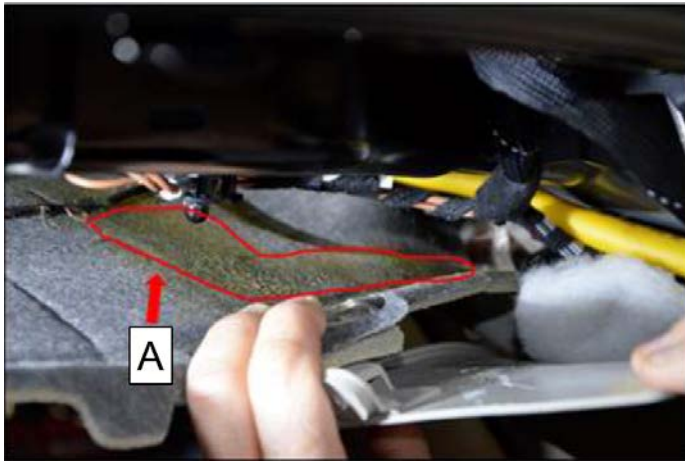
- Remove the expanding clip rivet <1> by placing the pry lever -80-200- between the headliner and the sheet metal/body. Repeat for both sides.

#### ! NOTE

- The expanding clip rivet should be removed while the locking pin is still engaged by leveraging the pry lever -80-200- between the headliner and the body.
  - Remove the locking pin after removing the expanding clip rivet from the body to avoid damaging the rivet.
  - Use caution when folding down the headliner so that a crease does not form in the headliner.
- Gently fold down the D-pillar trim and the corners of the headliner on the left and right side to gain visual access to the underside of the headliner and check for water ingress.
  - Inspect the underside of the headliner on the left and right sides for evidence of water ingress, as shown, in the location indicated by the <arrows>.
  - If no water ingress is noted, proceed to the next step.
    - If, at **ANY** time during the water ingress inspection, evidence of prior water ingress is noted, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant.



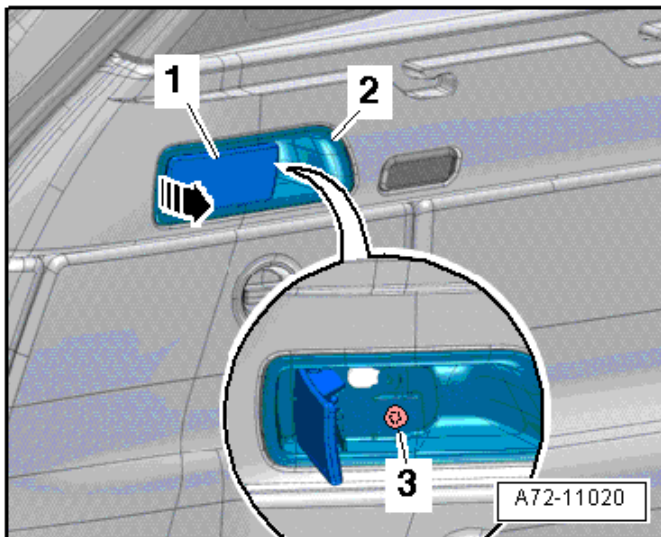




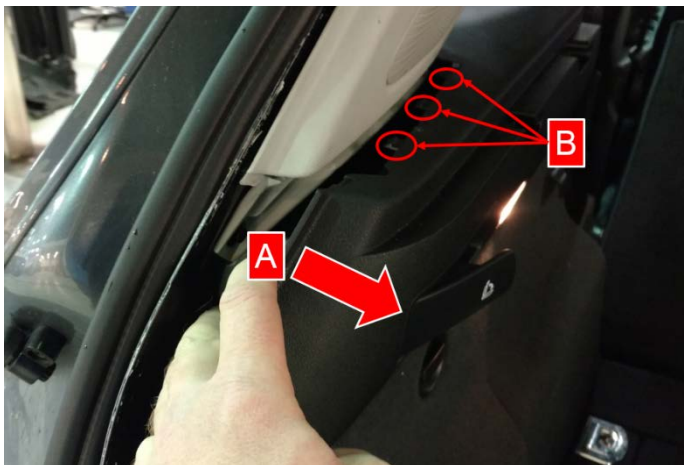
#### ! NOTE

The underside of the headliner will have adhesive spray in the areas shown <A>. Do not confuse the adhesive spray with water ingress.

- If **ANY** water ingress is noted on the headliner area around the panoramic sunroof or the areas highlighted on the headliner <B>, **STOP** the procedure and create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant. The headliner in photograph <B> shows the headliner removed for visual clarity of water ingress. **It is not necessary or required to remove the headliner for this procedure.**
- If **NO** evidence of water ingress has been noted during any of the above inspection procedures, continue to the next step.
- Lift the rear coat hook <1> slightly off the side trim panel using the Pry Lever -80 - 200- <arrow A> and then pull it off toward the rear <arrow B>.
- Remove the screw behind the rear coat hook from the luggage compartment trim panel.
- Repeat to remove both sides.



- Pull the release lever <1> and release the rear seat backrests on both sides. Fold both rear seats forward for additional clearance.
- Hold the release lever in the pulled position and remove the screw <3>.
- Repeat to remove both sides.



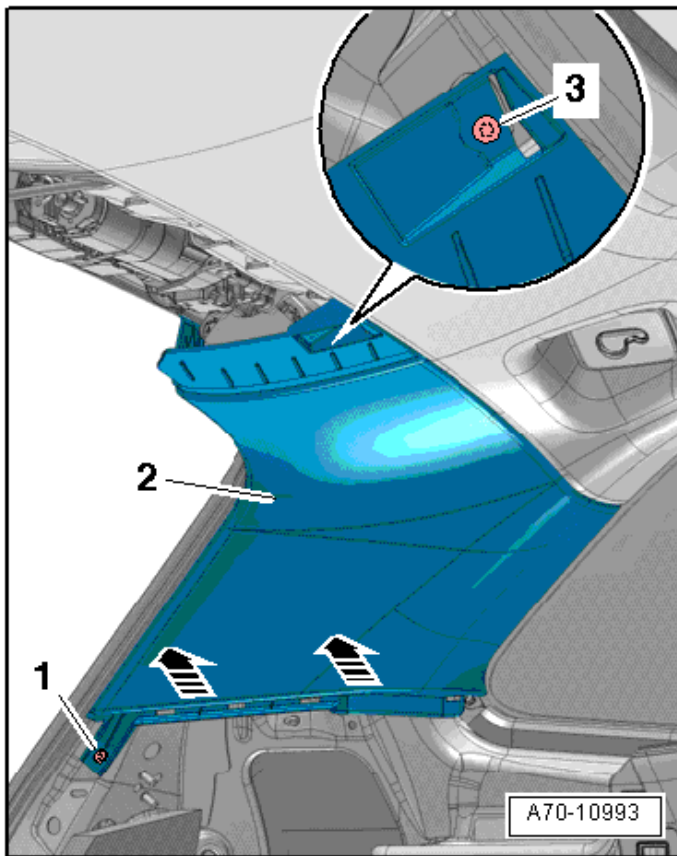
- Pull back the rubber sealing trim from around the left and right luggage compartment, D-pillar trim panel, and upper trim panel.
- Release the upper portion of the luggage compartment side trim panel <A> far enough that the luggage compartment side trim tabs <B> clear the openings in the D-pillar trim.
- Repeat to remove both sides.



- Press the cover toward the inside and remove the concealed screw securing the screen separator mount.
- Repeat to remove both sides.

#### NOTE

The fastener under the screen separator mount flap is a T-45 Torx.



- Remove the expanding clip rivet <1>.
- Remove the D-pillar trim <2> from the body <arrows> using the pry lever -80-200-.
- On versions with a speaker, disconnect the electrical connector.
- Repeat to remove both sides.

**NOTE**

Use special tool -T40280- (or equivalent) to remove any trim clips that remain in the body.





- Gently lower the headliner on the right and left sides to inspect the head curtain inflators <arrows> for corrosion. **Pay particular attention to the areas that were covered by the foam block.**

#### **⚠ DANGER**

**If corrosion is found: DO NOT** attempt any further repair, diagnosis, inspection, or disruption of the airbag inflator canister or headliner if corrosion and/or pitting is found. Risk of rupture of the airbag inflator is possible. Rupture of the airbag inflator can cause serious injury or death.

- If heavy corrosion and/or pitting is found as shown, **STOP ALL FURTHER REPAIR OR INSPECTION.** Create a Technical Assistance WEB ticket and follow the direction of the Technical Assistance Consultant. Do not continue with any further repair, diagnosis, inspection, or disruption of the airbag inflator canister or headliner.
- If no corrosion was found, continue to the next step.



- Inspect the airbag inflator canisters for the manufacturer name on the airbag inflator canister.
- There are two manufacturers, “ISI Automotive”, and “Autoliv”.
  - If the airbag inflator canister in the vehicle is **WITHOUT** corrosion and manufactured by “Autoliv”, **Proceed to Section D** to reinstall the removed trim. (“Autoliv” inflators do NOT require the application of the protective wax.)
  - If the airbag inflator canister is **WITHOUT** corrosion and manufactured by “ISI Automotive”, **Proceed to Section C** and install the protective wax.



## Section C – Repair Procedure, Remove Headliner Foam and Apply Protective Wax to ISI Automotive Head Curtain Airbag Inflator



- Remove and discard the foam padding from the headliner on the right and left side by gripping the foam padding with the fingers and peel the foam away from the headliner.

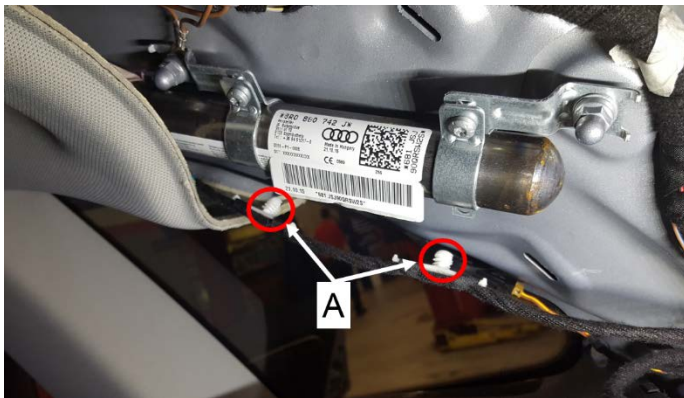




- Use a medium sized rag, or other material to cover the luggage compartment trim.
- Be sure the area is covered well enough to control and capture any drips that may occur during the application of the protective wax.

#### **⚠ WARNING**

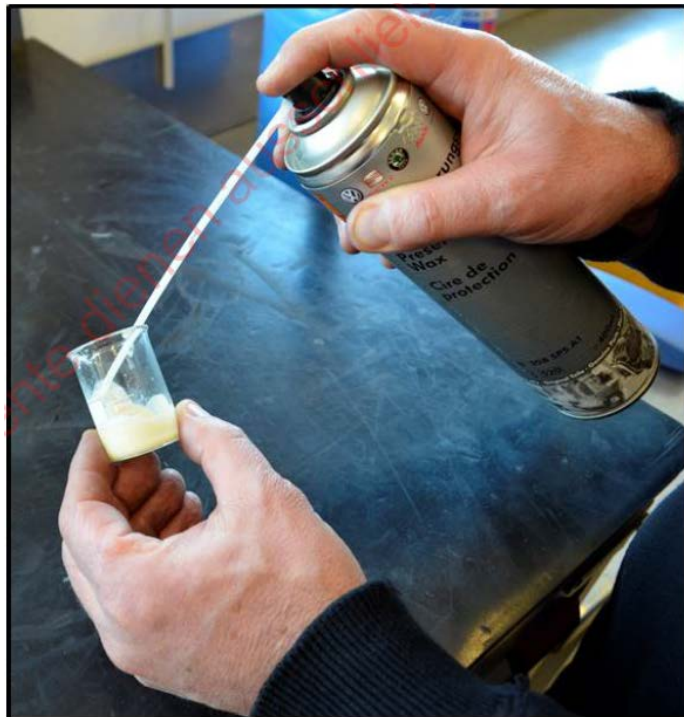
**DO NOT** remove the sticker tab from the airbag inflator canister part number sticker. The sticker and its tab are required. Fold the sticker tab out of the way if necessary to gain access around the sticker during application of the Protective Wax, but **DO NOT** remove the sticker tab.



- Unclip the airbag electrical harness loom supports <A> from the retaining brackets to avoid getting the protective wax on the wiring harness using pry lever -80-200-.
- **DO NOT** unplug the connector from the airbag.

#### **⚠ CAUTION**

**DO NOT** unplug the airbag electrical connector from the airbag inflator canister. It is only necessary to unclip the wiring harness loom supports <A> to avoid getting protective wax on the harness.



- Attach the spray nozzle included with Protective Wax -D 308 SP5 A1- to the spray can in place of the fan spray nozzle.
- Using a commercially available measuring beaker, or a small graduated cup (or equivalent) dispense a small amount of protective wax into a beaker. The protective wax will be equally applied to each airbag inflator canister.

Part Number	Part Description
D 308 SP5 A1	Protective Wax





- Use the applicator brush to evenly apply the protective wax to each airbag inflator canister. Be certain to achieve complete coverage of the wax with the brush, paying attention to the back side of the canister, and in between the bracketing and fasteners.
- Always use a brush when applying the protective wax.

#### **⚠ WARNING**

Never spray the protective wax directly onto the inflator.

#### **⚠ WARNING**

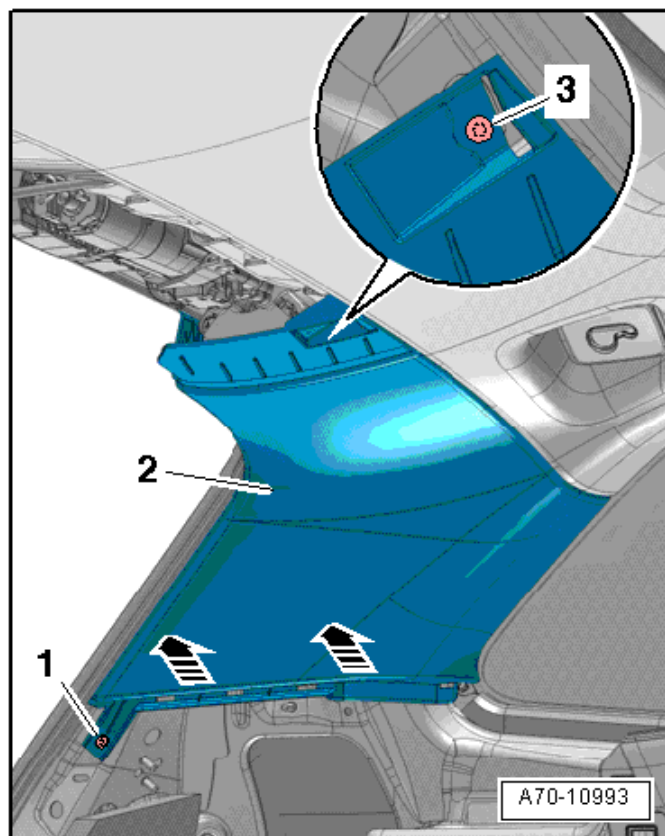
- Do not apply the wax to the igniter or airbag fabric <arrows>.
- Do not remove the airbag canister from the vehicle.



- Allow five minutes of drying time for the protective wax. After the drying time has elapsed, use the applicator brush to smooth and even out any thick or thin points on the application, and remove any runs or drips.
- Reconnect the airbag electrical harness to the retaining loops.

**Proceed to Section D.**

## Section D – Repair Procedure, Reinstall Rear Headliner Trim

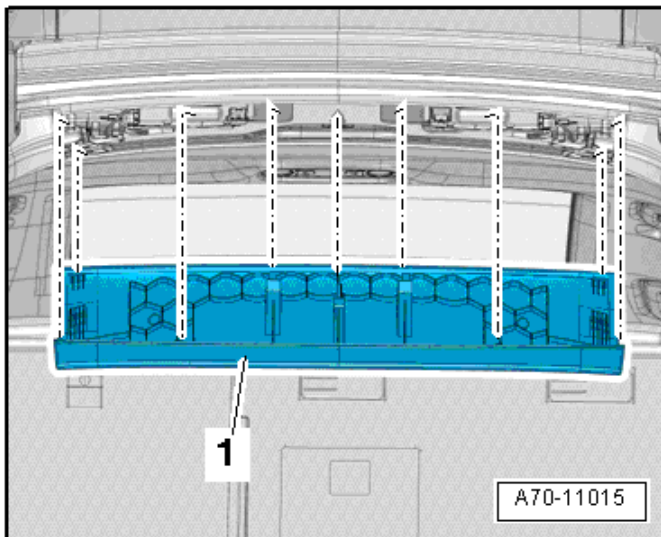


- If equipped, reconnect the D-pillar trim speaker to the wiring harness connection.
- Reinstall the left and right D-pillar trim panels, and press on until the panel audibly latches.
- Reinstall the expanding clip rivets <1 and 3>.



### ! NOTE

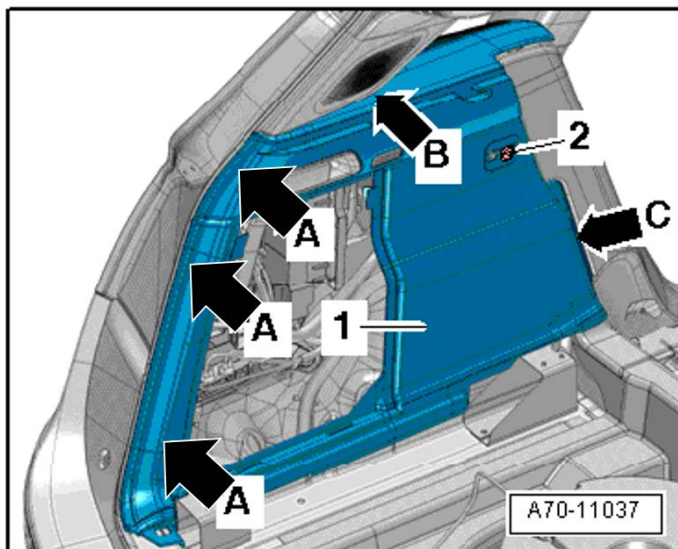
When reinstalling the D-pillar trim, note the installed position of the clips as shown. The black clip <circle> is longer than the other two clips and must be installed in the position shown.



- Mount the rear roof panel trim <1> so that the hooks touch the D-pillar trim.
- Position the rear roof panel trim on the pins, then press inward on the panel until the clips audibly engage.

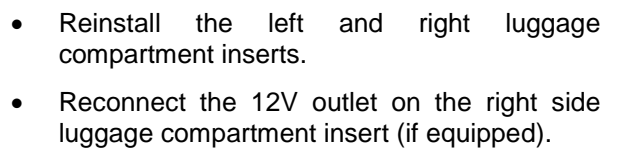
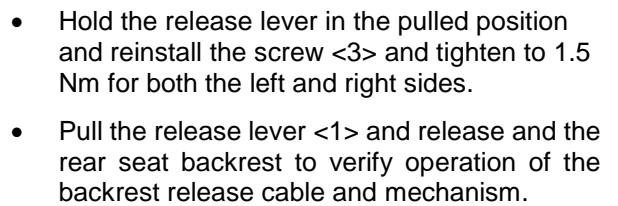
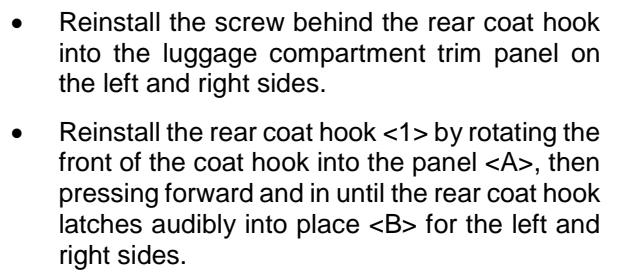


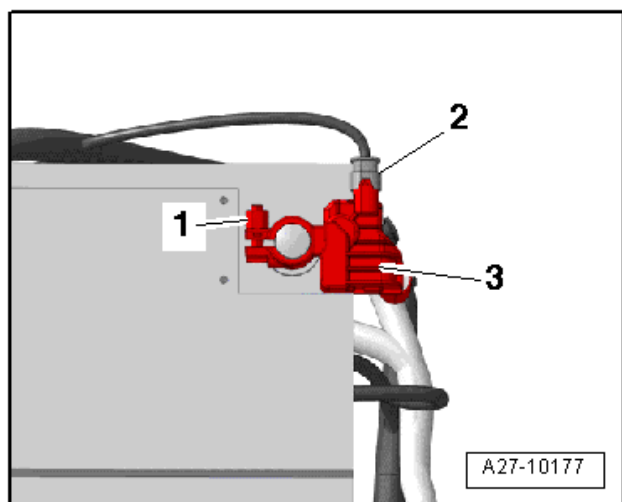
- Reinstall the two left and right screen separator mounts and tighten the T-45 Torx screws to 9 Nm.



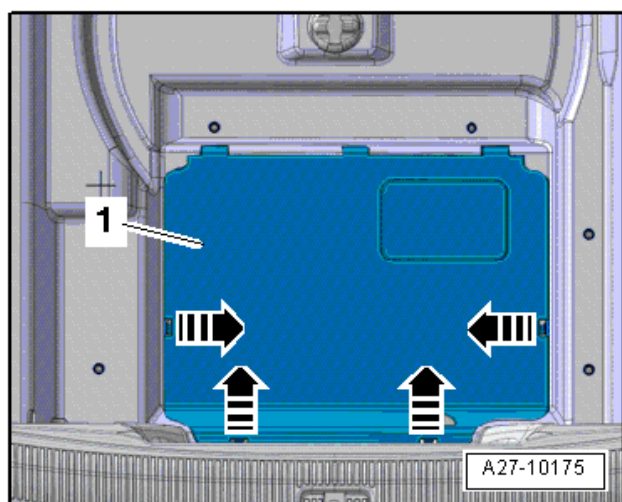
- Reinstall the luggage compartment side trim panels on the left and right sides and press on them in the direction of the arrows until they audibly latch <arrows A, B, and C>.
- Reinstall rubber sealing trim over the luggage compartment trim panels, the D-pillar trim panels, and the upper trim panel.



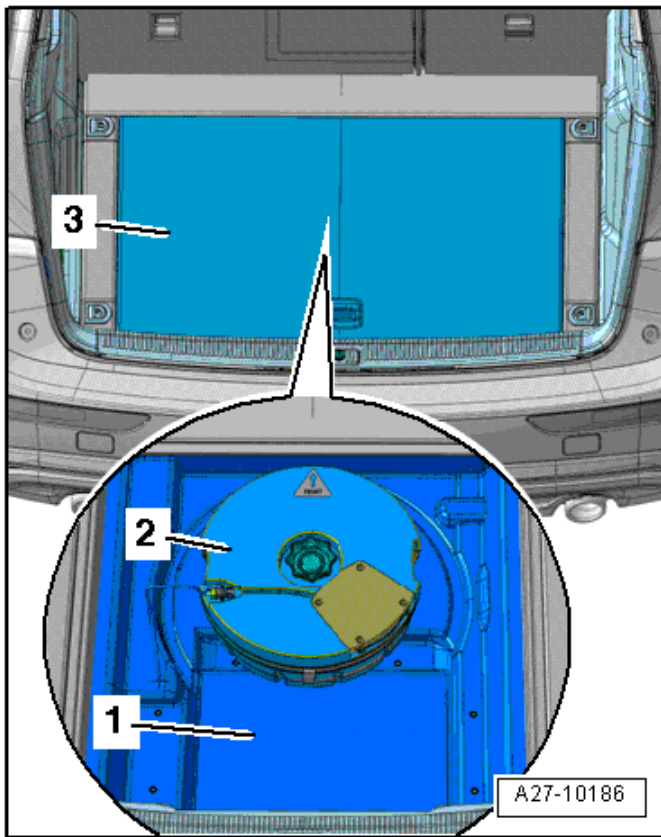




- Make certain the ignition is ON before reattaching the battery ground cable.
- Disconnect the connector <2> from the Battery Monitoring Control Module J367 <3>.
- Connect the battery ground cable terminal by hand to the battery negative terminal and tighten the nut <1> to 5 Nm.
- Reconnect the connector to the Battery Monitoring Control Module J367 <2>.



- Fold closed and reattach the retaining tabs <arrows> for the battery cover <1>.



- Fold the carpet <1> back over the cover.
- Reinstall the spare tire.
- If equipped, reinstall the subwoofer <2>.
- Reinstall the dirt tray, if applicable.
- Reinstall the luggage compartment floor covering <3>.

- Turn the ignition OFF and back ON and start the vehicle and check for illumination of any fault lamps (example, SRS, check engine, etc).

**Proceed to Section E.**



## Section E – 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

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

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

**Proceed to Section F.**

**ALL WORK IS COMPLETE**

## Appendix A – Warning and Safety Precautions

### WARNING

#### **General Safety Precautions when Working with Pyrotechnic Components:**

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be switched on when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.