

Safety Recall

Code: 69Y4 USA ONLY



Subject	Passenger Airbag Mounting Bolt – USA ONLY
Release Date	December 13, 2018
Affected Vehicles	<p>U.S.A.: Certain 2018 MY Audi A5 Sportback and 2017-2018 MY Audi A4 allroad</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 & verification source.</i></p> <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	One of the four passenger airbag module mounting bolts may not have been torqued to the correct specification during production. In a crash with passenger airbag deployment, an improperly torqued bolt may cause the airbag housing in the instrument cluster to deform. This can change how the airbag unfolds during deployment and result in the airbag not providing protection as intended, leading to an increased risk of injury to the front passenger seat occupant.
Corrective Action	Check the affected airbag mounting bolt torque and replace bolt(s) if necessary.
Parts Information	<p>There are twelve (12) U.S. market vehicles included in this recall.</p> <p>Due to the small number of vehicles affected by this campaign, parts will not be allocated.</p>
Code Visibility	<p>On or about December 13, 2018, 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.</p> <p>On or about December 13, 2018, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about December 13, 2018, 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.</p>
Owner Notification	Owner notification will take place in December 2018. Owner letter examples are included in this bulletin for your reference.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>

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.

Service Number	69Y4						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark labor or Passenger Frontal Airbag Mounting Bolt* as causal.						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	01						
	<p>Check torque on passenger frontal airbag mounting bolt(s), torque is correct, no replacement necessary</p> <p>Labor operation: 0183 00 99 60 T.U.</p> <p>-OR-</p> <p>Check torque, and if necessary, replace passenger frontal airbag mounting bolt(s)</p> <p>Labor operation: 6959 49 99 65 T.U.</p> <table><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr><tr><td>Up to 4</td><td>N 91151201</td><td>Passenger Frontal Airbag Mounting Bolt*</td></tr></table>	Quantity	Part Number	Description	Up to 4	N 91151201	Passenger Frontal Airbag Mounting Bolt*
Quantity	Part Number	Description					
Up to 4	N 91151201	Passenger Frontal Airbag Mounting Bolt*					

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V836

**Subject: Safety Recall 69Y4 – Passenger Airbag Mounting Bolt
 Certain 2018 Model Year Audi A5 Sportback and 2017-2018 Model Year Audi A4 allroad**

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 2018 model year Audi A5 Sportback and 2017-2018 model year Audi A4 allroad vehicles. Our records show that you are the owner of a vehicle affected by this action.

- | | |
|---|---|
| What is the issue? | One of the four passenger airbag module mounting bolts may not have been torqued to the correct specification during production. In a crash with passenger airbag deployment, an improperly torqued bolt may cause the airbag housing in the instrument cluster to deform. This can change how the airbag unfolds during deployment and result in the airbag not providing protection as intended, leading to an increased risk of injury to the front passenger seat occupant. |
| What will we do? | To correct this defect, your authorized Audi dealer will check the affected airbag mounting bolt torque and replace bolt(s) if necessary.

This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. |
| 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.

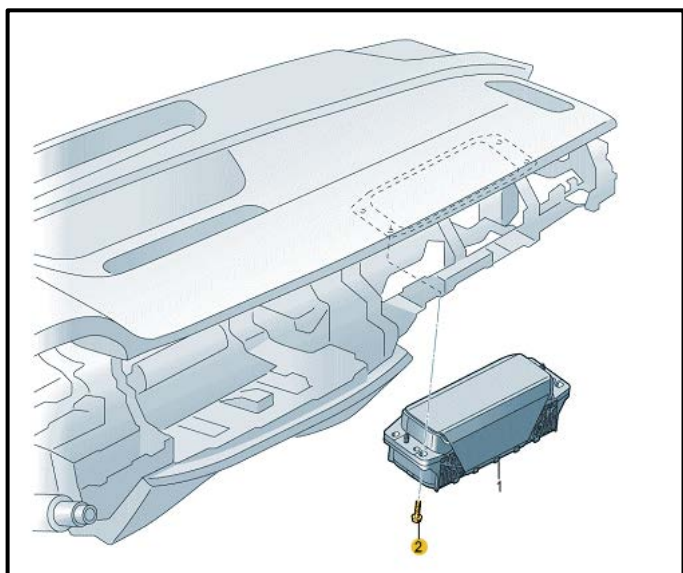
Sincerely,

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.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Repair Overview



- Check torque, and if necessary, replace passenger frontal airbag mounting bolt(s) <2>.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	Up to 4	N 911.512.01	Passenger Frontal Airbag Mounting Bolt

NOTE

The specified part numbers reflect the status at the start of this recall. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

Required Tools



Torque Wrench 1783
2-10Nm
-VAG1783-
(or equivalent)



Trim Removal Wedge
-3409-
(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.

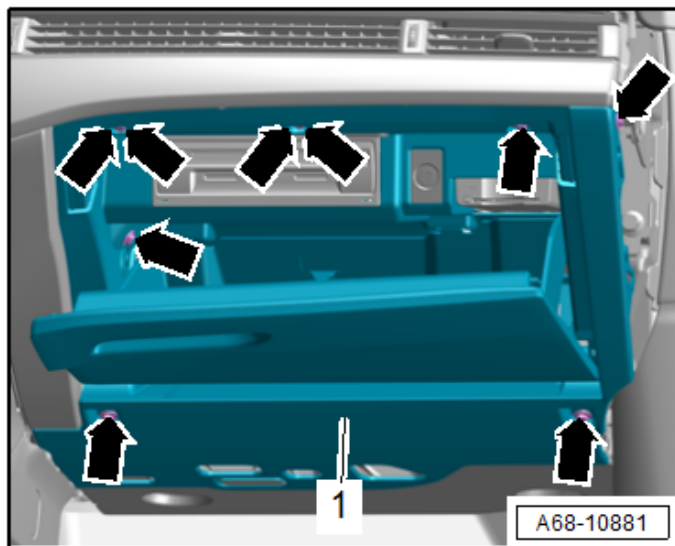
TIP

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



Remove the glove compartment:

- Turn the ignition off.

CAUTION

The ignition must be switched off before disconnecting an airbag connector.

- See ELSA Repair Manual: *Repair Manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments and Covers > Glove Compartment, Removing and Installing*

WARNING FOR VEHICLES WITH KNEE AIRBAG

Risk of injury due to involuntary deployment.

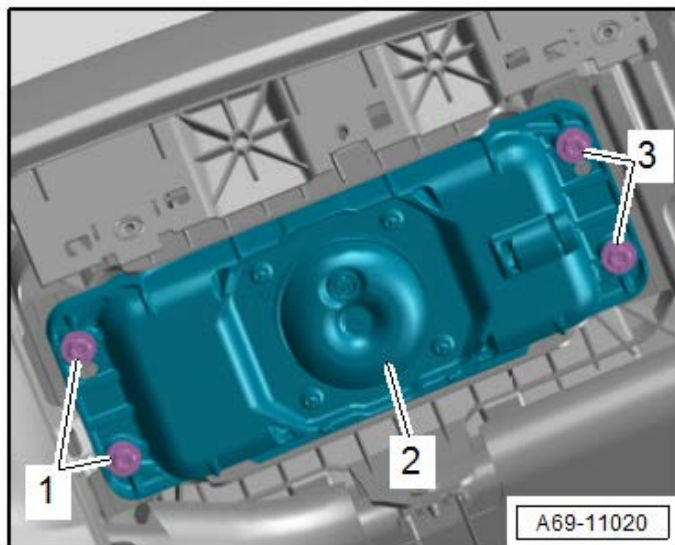
Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. For example, this can be done by briefly touching the door striker.

NOTE

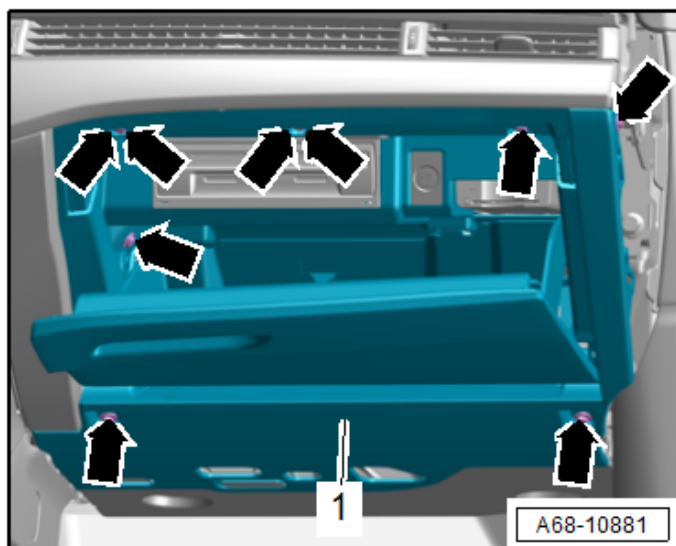
Contrary to what is stated in the repair manual, the battery does not need to be disconnected when disconnecting an airbag connector.

Check passenger frontal airbag mounting bolt torque:

- Set Torque Wrench -VAG1783- (or equivalent) to 8 Nm and check the torque on all four bolts <1 and 3> one at a time.
- If one or more of the four bolts <1 and 3> are found to be tightened to less than 8 Nm, replace the affected bolt(s).
 - Clean bolt insert threads with a tap.
 - Install new bolt and torque to 8 Nm.



Part Number	Part Description
N 911.512.01	Passenger Frontal Airbag Mounting Bolt (if required)



Reinstall glove compartment:

- See ELSA Repair Manual: *Repair Manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments and Covers > Glove Compartment, Removing and Installing*
- Torque fasteners to 3 Nm.

⚠ WARNING FOR VEHICLES WITH KNEE AIRBAG

Risk of injury due to involuntary deployment.

Before handling pyrotechnic components (for example, disconnecting the connector), the person handling it must “discharge static electricity”. For example, this can be done by briefly touching the door striker.

Proceed to Section C.

Section C – Campaign Completion 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 D**

Section D - Parts Return/Disposal

Properly store (retain), destroy or dispose of removed parts in accordance with all state/province and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S. and the Part Destruction and Core Disposition Report for Canada.

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.
- 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 treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
 - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
- Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.