

# Safety Recall

## Code: 90N1



<b>Subject</b>	<b>Airbag Chute Channel</b>																																
<b>Release Date</b>	August 16, 2019																																
<b>Affected Vehicles</b>	<p><b>U.S.A.: Certain 2019 Model Year Audi Q5 and Audi SQ5</b></p> <p><b>CANADA: Certain 2019 Model Year Audi Q5</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>	In a crash with passenger frontal airbag deployment, the instrument panel carrier may break due to incorrect welding. If this happens, the airbag chute channel may partially separate from the instrument panel carrier, which may cause damage to the passenger frontal air bag. A damaged passenger frontal airbag may not provide the protection as intended, leading to an increased risk of injury to the front passenger seat occupant.																																
<b>Corrective Action</b>	Replace the instrument panel and the passenger frontal airbag.																																
<b>Parts Information</b>	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>Parts Control Type:</b>  <b>VIN To Order</b> </td> <td style="width: 50%; vertical-align: top;"> <p>Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.</p> <p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (<a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a>), or chat/text with the VIN to order</li> </ul> </td> </tr> </table> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Criteria</th> <th>Part Number</th> <th>Description</th> <th>Qty. per Vehicle</th> <th>Ordering Method</th> </tr> </thead> <tbody> <tr> <td>S1</td> <td>80B-857-001-K - 24A</td> <td>Instrument Panel</td> <td>1</td> <td>VIN to Order</td> </tr> <tr> <td>S1</td> <td>80A-880-204-G</td> <td>Airbag</td> <td>1</td> <td>VIN to Order</td> </tr> <tr> <td>S1</td> <td>N -907-991-02</td> <td>Wheel Bolt</td> <td>1</td> <td>Free Order</td> </tr> <tr> <td>S1</td> <td>8V0-867-276-A</td> <td>A-pillar clip</td> <td>2</td> <td>Free Order</td> </tr> <tr> <td>S1</td> <td>N -911-512-01</td> <td>Bolt-airbag</td> <td>4</td> <td>Free Order</td> </tr> </tbody> </table>	<b>Parts Control Type:</b> <b>VIN To Order</b>	<p>Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.</p> <p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (<a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a>), or chat/text with the VIN to order</li> </ul>	Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method	S1	80B-857-001-K - 24A	Instrument Panel	1	VIN to Order	S1	80A-880-204-G	Airbag	1	VIN to Order	S1	N -907-991-02	Wheel Bolt	1	Free Order	S1	8V0-867-276-A	A-pillar clip	2	Free Order	S1	N -911-512-01	Bolt-airbag	4	Free Order
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<b>Code Visibility</b>	<p><b>Repair Projection Tool (right click to open):</b> </p> <p>On or about August 16, 2019, 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 August 16, 2019, this campaign code will show open on affected vehicles in Elsa.</p>																																

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. and Audi Canada. All Rights Reserved.

On or about August 16, 2019, affected vehicles will be 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 August 2019. 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.



## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <VIN>

**NHTSA:** 19V473

**Subject: Safety Recall 90N1 – Airbag Chute Channel  
Certain 2019 Model Year Audi Q5 and Audi SQ5**

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 2019 model year Audi Q5 and Audi SQ5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In a crash with passenger frontal airbag deployment, the instrument panel carrier may break due to incorrect welding. If this happens, the airbag chute channel may partially separate from the instrument panel carrier, which may cause damage to the passenger frontal air bag. A damaged passenger frontal airbag may not provide the 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 replace the instrument panel and the passenger frontal airbag. This work will take about one day 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. Due to the length of this repair, it is possible that your dealer will need to keep your vehicle for more than one day.

Your dealer will need to order the parts to complete this recall repair on your vehicle.

**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.

**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.

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 90N1 – Airbag Chute Channel  
Certain 2019 Model Year Audi Q5**

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 2019 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In a crash with passenger frontal airbag deployment, the instrument panel carrier may break due to incorrect welding. If this happens, the airbag chute channel may partially separate from the instrument panel carrier, which may cause damage to the passenger frontal air bag. A damaged passenger frontal airbag may not provide the protection as intended, leading to an increased risk of injury to the front passenger seat occupant.

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**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.

Sincerely,

Audi Customer Protection

**NOTE**

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.

**Required Parts**

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
S1	1	80B.857.001.K 24A	Instrument panel
	1	80A.880.204.G	Airbag
	1	N 907.991.02	Steering wheel bolt
	2	8V0.867.276.A	A-pillar clip
	4	N 911.512.01	Bolt - airbag

**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.

## 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.

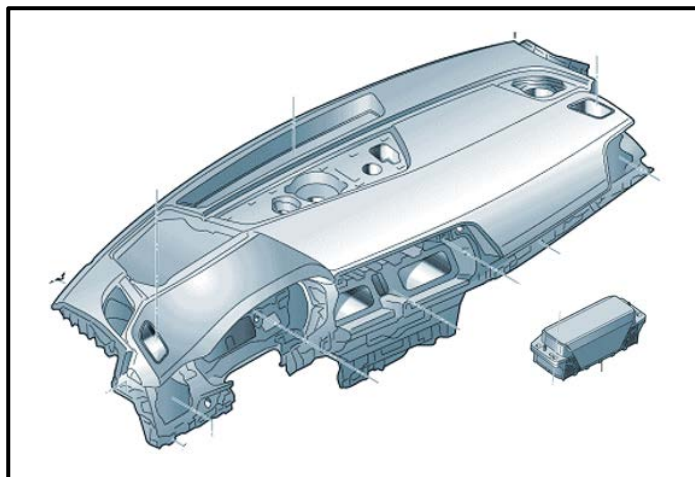
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Repair Procedure

### **⚠ WARNING**

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



- Replace instrument panel and passenger airbag.
  - See ELSA Repair Manual: *Repair manual > Body Interior > 70 Interior Trim > Instrument Panel > Instrument Panel, Removing and Installing*

**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.
- When replacing 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 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.