

# Safety Recall

## Code: 69Z4



**Subject** Passenger Occupant Detection System (PODS)

**Release Date** September 12, 2019

**Affected Vehicles** **U.S.A. & CANADA:** Certain 2015-2019 Model Year Audi vehicles

Country	Model Year	Vehicle
USA	2016-2018	A3 E-TRON
USA	2015-2019	A3 CABRIOLET
USA	2015-2016	S3 SEDAN
USA	2015-2019	A3 SEDAN
USA	2017-2019	RS3
CAN	2016-2018	A3 E-TRON
CAN	2015-2019	A3 CABRIOLET
CAN	2015-2016	S3 SEDAN
CAN	2015-2019	A3 SEDAN
CAN	2018-2019	RS3

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 only valid campaign inquiry & verification source.

- ✓ 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 mostly temporary loose contact at the connector, the passenger occupant detection system (PODS) may detect an error and switch off the passenger airbag even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument cluster. The airbag indicator light shows "passenger airbag off". In the event of a crash there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.

**Corrective Action** Install a more robust connector and optimized cable routing under the front passenger seat.

**Precautions** Should an error occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light and by the status of the Passenger Airbag OFF indicator light. In this case, the customer should contact their closest Audi dealership and arrange to have the vehicle inspected/repaired without delay.

**Parts Information**

<b>Parts Control Type:</b> <b>Upper Order Limit</b>	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
<b>Initial Allocation:</b> <b>YES</b>	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.

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.

Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method
01 or 02	8P0.972.785	HARNESS	1	UOL
01 or 02	000.979.911	CONNECTOR	1	UOL

**Repair Projection Tool (right click to open):**

**Code Visibility**

Since June 26, 2019, 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 not have any affected vehicles.

Since June 26, 2019, this campaign code showed open on affected vehicles in Elsa.

Since June 26, 2019, 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 September 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.

### Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	69Z4										
<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 Cable kit as causal part*										
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action										
<b>Criteria I.D.</b>	01										
	Install new PODS wiring harness Labor operation: 6956 49 99 70 T.U.										
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>8P0972785</td> <td>Cable kit*</td> </tr> <tr> <td>1.00</td> <td>000979911</td> <td>Connector pins</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1.00	8P0972785	Cable kit*	1.00	000979911	Connector pins
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## Customer Letter Example (U.S.A.)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**NHTSA:** 19V474

**Subject: Safety Recall 69Z4 – Passenger Occupant Detection System (PODS)  
Certain 2015-2019 Model Year Audi 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 2015-2019 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Due to a mostly temporary loose contact at the connector, the passenger occupant detection system (PODS) may detect an error and switch off the passenger airbag even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument cluster. The airbag indicator light shows "passenger airbag off". In the event of a crash there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.
- What will we do?** To correct this defect, your authorized Audi dealer will install a more robust connector and optimized cable routing under the front passenger seat. 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](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- Precautions you should take** Should an error occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light and by the status of the Passenger Airbag OFF indicator light. If this happens, contact your nearest Audi dealership and arrange to have the vehicle inspected/repared without delay.
- 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.

Sincerely,

Audi Customer Protection

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.

## Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Transport Canada Recall:** 2019-308

**Subject: Safety Recall 69Z4 – Passenger Occupant Detection System (PODS)  
Certain 2015-2019 Model Year Audi Vehicles**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to a mostly temporary loose contact at the connector, the passenger occupant detection system (PODS) may detect an error and switch off the passenger airbag even though the seat may be occupied. As designed, a warning light in the instrument panel comes on together with an acoustic warning sound and an error message is displayed in the instrument cluster. The airbag indicator light shows "passenger airbag off". In the event of a crash there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger airbag is switched off/not working.

**What will we do?** To correct this defect, your authorized Audi dealer will install a more robust connector and optimized cable routing under the front passenger seat. 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.

**Precautions you should take** Should an error occur, vehicle occupants will be alerted of a PODS system problem by illumination of the airbag warning light and by the status of the Passenger Airbag OFF indicator light. If this happens, contact your nearest Audi dealership and arrange to have the vehicle inspected/repared without delay.

**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.

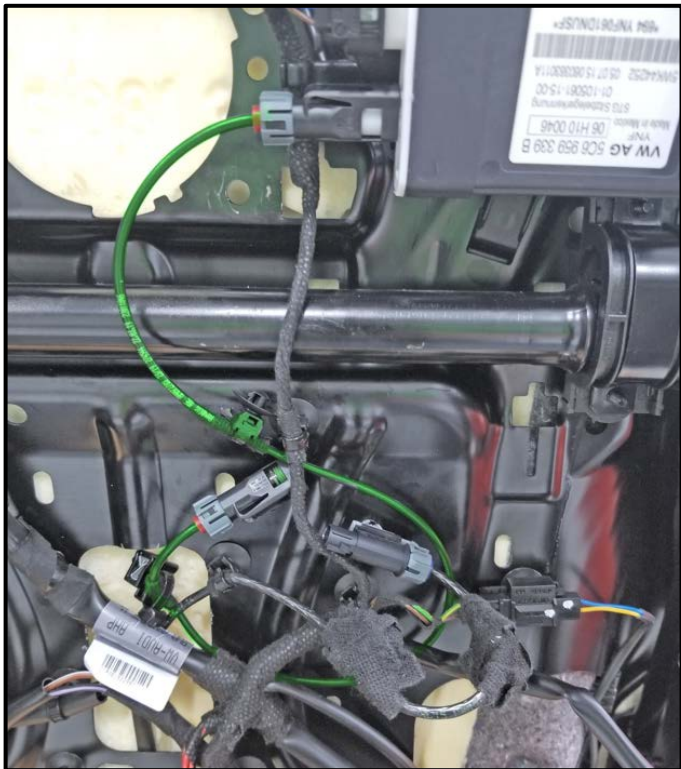
Sincerely,

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.

**Repair Overview**



- Install new PODS control module wiring harness.
  - The new wiring harness will plug into the PODS control module.
  - The existing connector to the PODS control module must also be replaced.

**NOTE**

If fault, *"B12251B: Seat occupied recognition sensor mat Resistance too high"* is stored in the airbag control module, DO NOT diagnose or replace any components for this fault before performing this repair. The 69Z4 topic is not the only cause of this fault. Any diagnosis related to this fault will not be covered under this campaign.

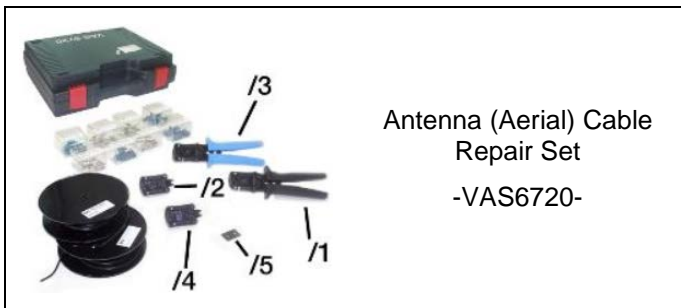
## Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01 or 02	1	8P0.972.785	Cable kit
	1	000.979.911	Connector pins

### 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



Antenna (Aerial) Cable  
Repair Set  
-VAS6720-



Torque Wrench  
5-50Nm  
-VAG1331-  
(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.

#### TIP

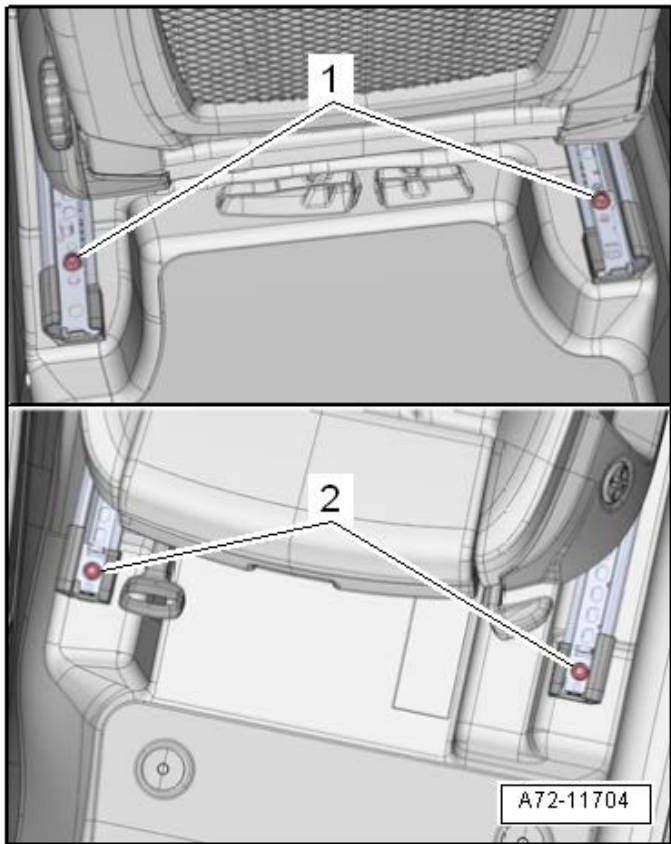
On the date of repair, print this screen and keep a copy with the repair order.

- 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 – Installing New PODS Wiring Harness

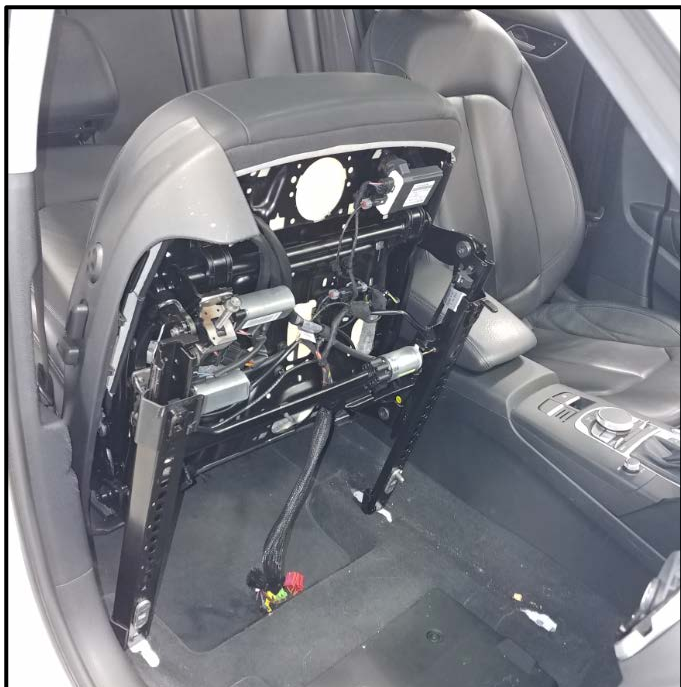


### Unbolt passenger front seat:

- Move the seat all the way forward and in its highest position.
- Remove the rear bolts <1> from the seat rail.
- Move the front seat all the way to the rear and then into its lowest position.
- Remove front bolts <2> from the seat rail.

### NOTE

- The front passenger seat does not require removal from the vehicle.
- The work on the seat can be performed with the seat tilted back while the seat is still in the vehicle.

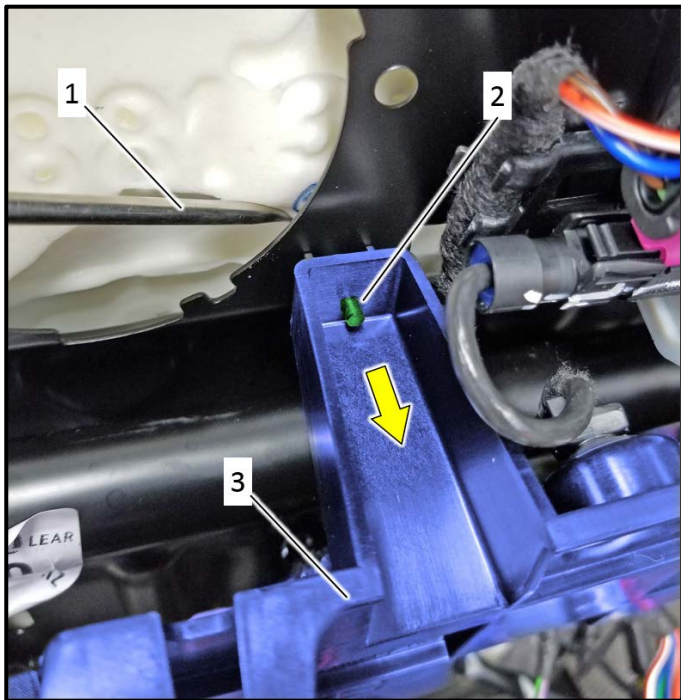


### Position passenger front seat:

### CAUTION

#### Risk of Injury

- Pyrotechnical components can deploy unintentionally.
  - Discharge static electricity by briefly touching the door striker.
- 
- Move the seat all the way forward and in its highest position.
  - Tilt the seat backward, as shown.
  - If the seat is in a position that will put stress on the seat wiring harness, the wiring harnesses must be disconnected from the floor station.
  - Turn off the ignition and remove the key from the vehicle.

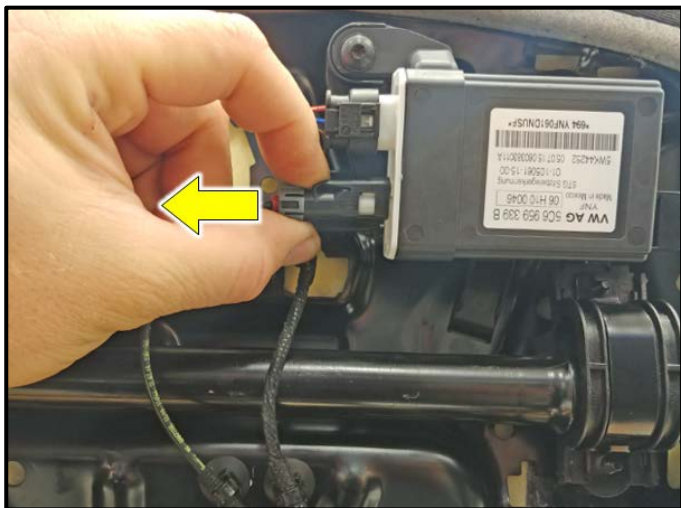


### Access PODS control module (Vehicles with Criteria 02 only):

- Use a pick tool <1> and press out the retaining pin <2> from the seat control module bracket <3> in direction of <arrow>.
- Carefully remove the pin <2> using needle nose pliers.
- Once the pin is removed, unclip the bracket <3> from the seat frame and position the bracket out of the way.

#### NOTE

Seat control module shown removed from bracket <3> for clarity. The seat control module does not require removal from the bracket <3>.



### Disconnect PODS control module:

- For vehicles with Criteria 01, there are two versions of PODS control module installation position depending on if the seat is equipped with a storage compartment.
- Press the locking tab and disconnect PODS control module connector.

#### CAUTION



The connector must be removed exactly parallel with the PODS control module. The center pin in the PODS control module is fragile and must not be bent during removal. A damaged center pin will cause PODS faults. Damage to the PODS control module is not covered under this action.

#### NOTE

During the 69Z4 recall repair it is ok to disconnect the sensor mat from the PODS control module.



**Note the following when using the VAS6720 repair kit:**

- The **VAS6720/1** wiring stripping head must be used when stripping the coax cable.
- The **VAS6720/2** crimping head must be used when crimping the terminal and contact body.
- The Audi Academy video demonstrating the use of the VAS6720 can be used as a reference.
  - The video illustrates the use of the tool using the RG174 tool heads (VAS6720/3 and VAS6720/4). The RG174 tool heads are NOT used in this repair.
  - Link to video: <https://audi-academy.kzoplatform.com/player/medium/818200463223559289>
- The instructions included in the VAS6720 also illustrate the use of the tool.
- The VAS6720/1 wire stripping head will have to be cleaned periodically. Failure to do so will result in difficulty stripping the outer covering and grounding shield.

## ⚠ CRITICAL REPAIR STEP

When installing the new connector terminals, the seat mounted coax cable will only support a maximum of two connector terminal installation attempts. Any more attempts will result in the seat mounted cable harness being too short. If the seat mounted cable harness becomes too short, the only remedy is to replace the PODS sensor mat. Replacement of the PODS sensor mat due to improper repair will not be covered under this action.



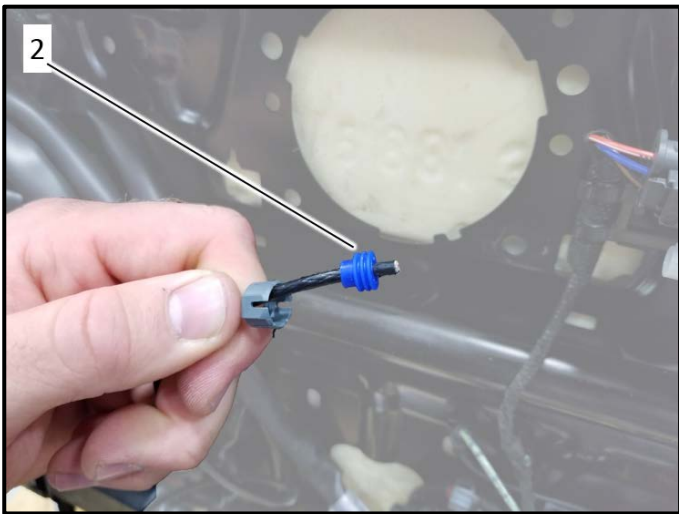
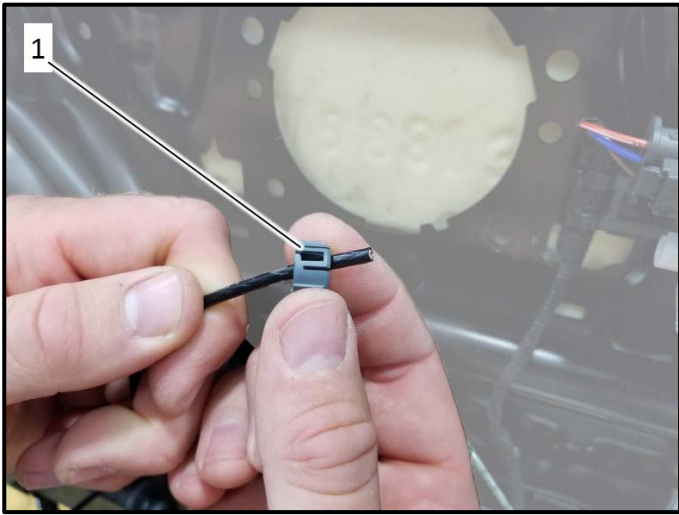
### Cut off old connector using the VAS6720/1:

- Cut off the PODS control module connector <1> as close to the connector as possible <arrow> using the VAS6720/1 repair tool <2>.
- The cable must be cut directly at the PODS control module connector. If there is not enough cable left on the vehicle, the cable harness will be too short and the new cable cannot be properly installed.

### ⚠ NOTE

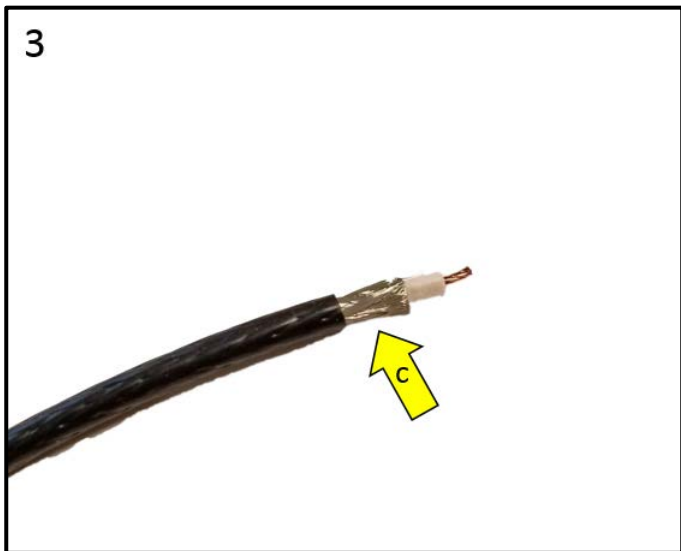
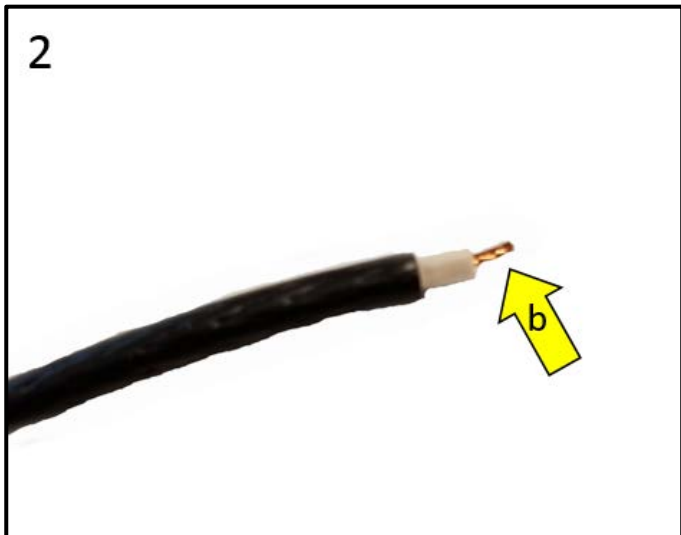
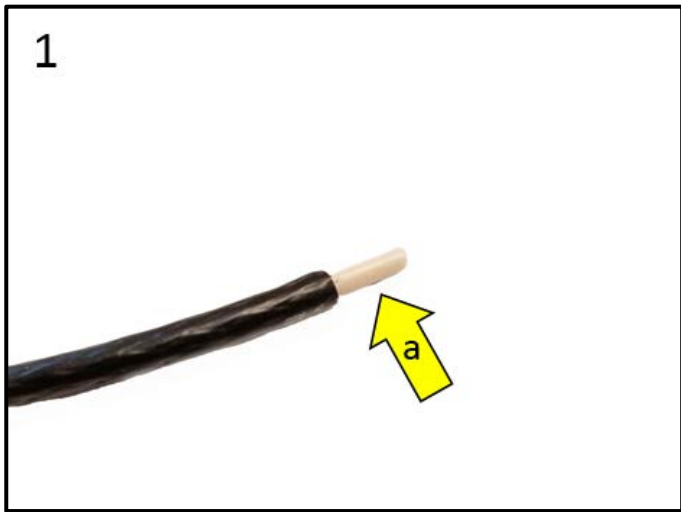
Using traditional wire cutters may slightly crush the cable components, which could make stripping the cable more difficult.





**Install new connector hardware:**

- Install new connector hardware from the cable kit in the following order:
  1. Connector housing lock.
  2. Connector housing seal.
  3. Crimping sleeve.



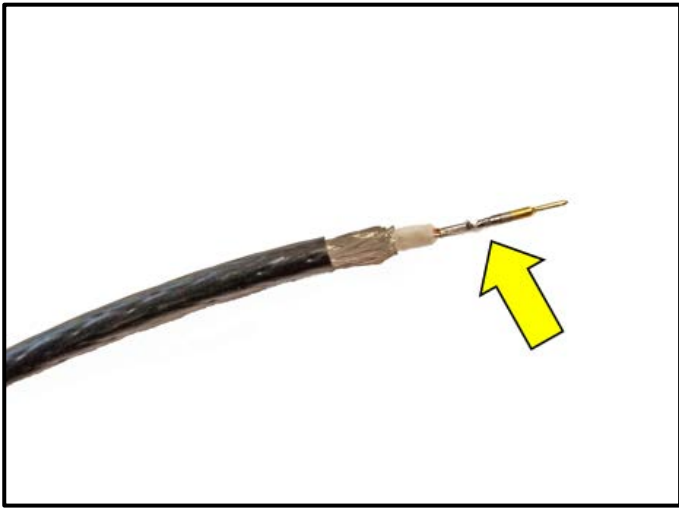
### Strip cable using the VAS6720/1:

- Strip PODS coax cable in the following order:

#### CAUTION

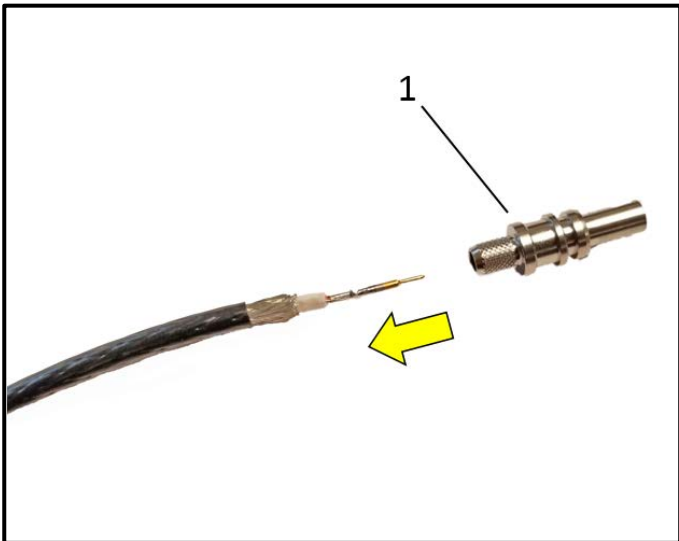
Do not turn the cutting knob on the VAS6720/1 more than 2 turns when removing the outer covering and grounding shield. If you do, the plastic (dielectric) shielding could also get cut resulting in having to repeat stripping off the outer covering and grounding shield.

1. Outer covering and grounding shield.
  - This exposes the plastic (dielectric) shield <arrow a>.
2. Plastic (dielectric) shield.
  - This exposes the inner copper conductor <arrow b>.
3. Outer covering.
  - This exposes the grounding shield <arrow c>.



#### Crimp new center pin using VAS6720/2:

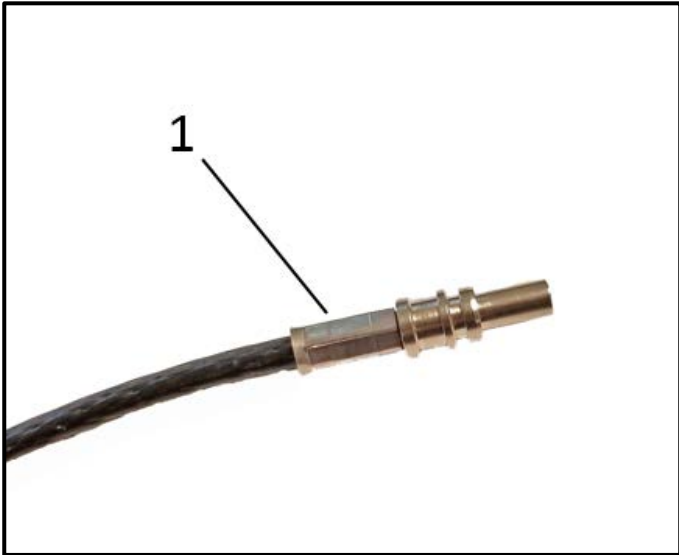
- Crimp new center contact pin <arrow> onto the coax cable using the VAS6720/2 crimping head.



#### Install contact body:

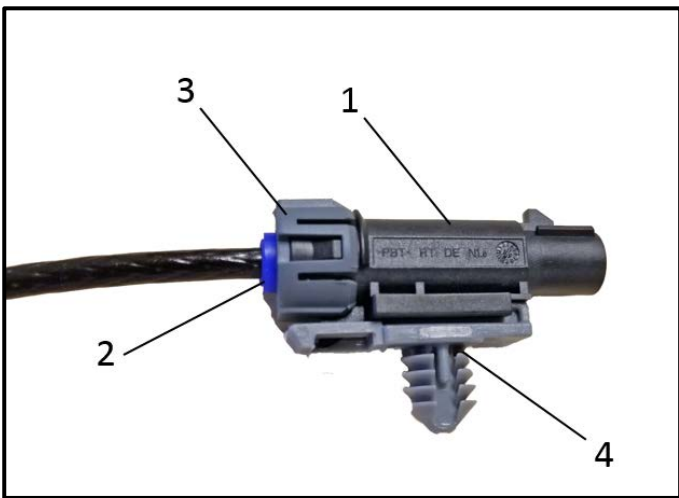
- Slide contact body <1> over the center contact pin.
- The grounding shield must be on the outside of the contact body as shown.





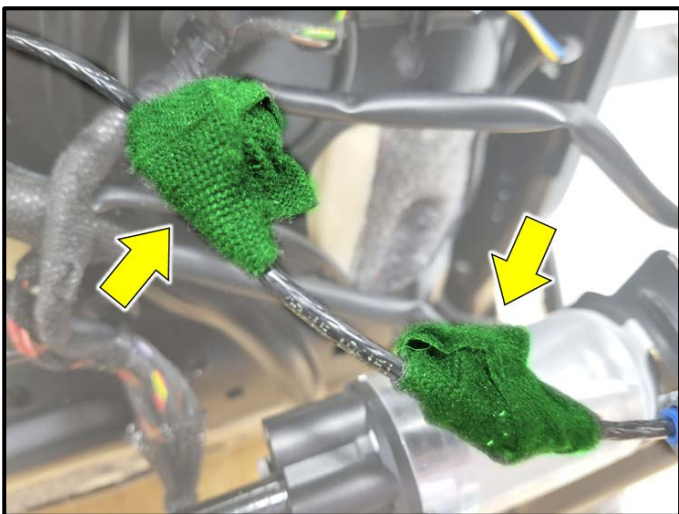
### Install crimping sleeve:

- Slide the crimping sleeve <1> over the contact body while holding the contact body in place.
- Crimp the sleeve using the VAS6720/2 crimping head.



### Install connector housing:

- Install the connector housing and connector hardware as follows:
  - Slide connector housing <1> over cable terminal until it audibly locks into place.
  - Press seal <2> into connector housing <1>.
  - Install connector lock <3> onto connector housing <1> so the locking tabs engage.
  - Install securing clip <4> to connector housing <1>.



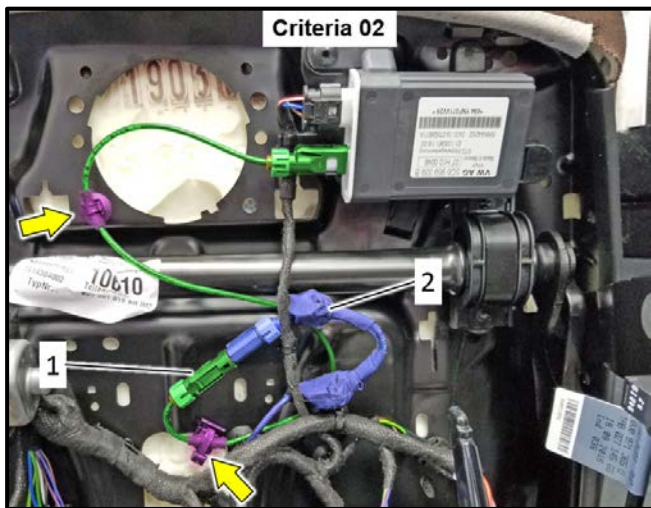
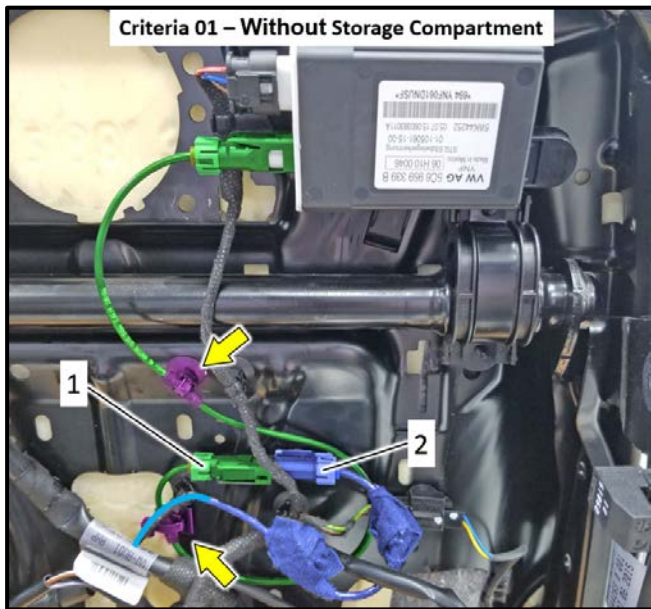
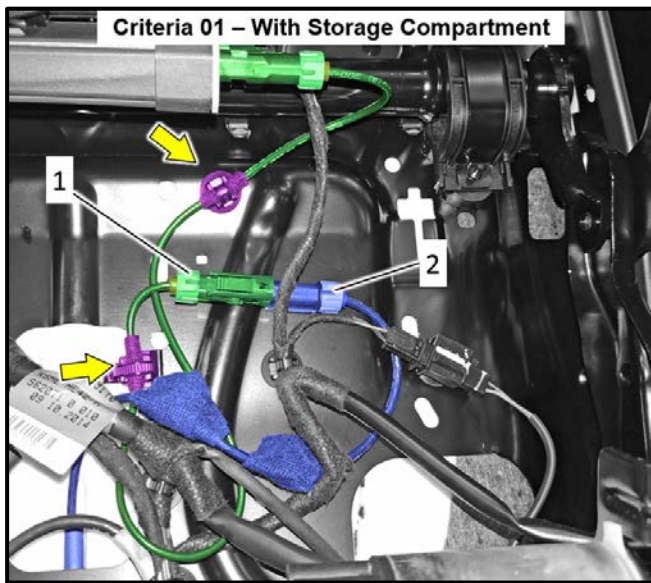
### Cover securing clips:

- Wrap the original PODS wiring harness clips with fabric tape <arrows>.

### **CAUTION**

Do not attempt to remove the clips from the PODS wiring harness. Doing so could result in damage to the cable.





## Installing wiring harness:

### ⚠ CAUTION

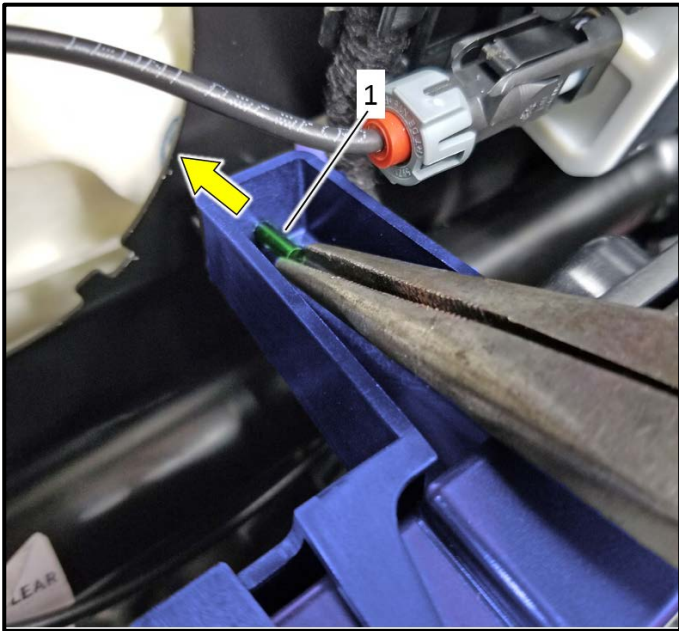


The connector must be installed exactly parallel with the PODS control module. The center pin in the PODS control module is fragile and must not be bent during installation. A damaged center pin will cause PODS faults. Damage to PODS control module is not covered under this action.

- Route the new harness under the existing seat wiring in an “S” pattern.
- Plug the new wiring harness into the PODS control module.
- The harness should not have any kinks.
- The harness bends should have a minimum radius of 2 cm.
- Secure clips <arrows> to seat frame.
- Connect new harness <1> to modified seat harness <2>.

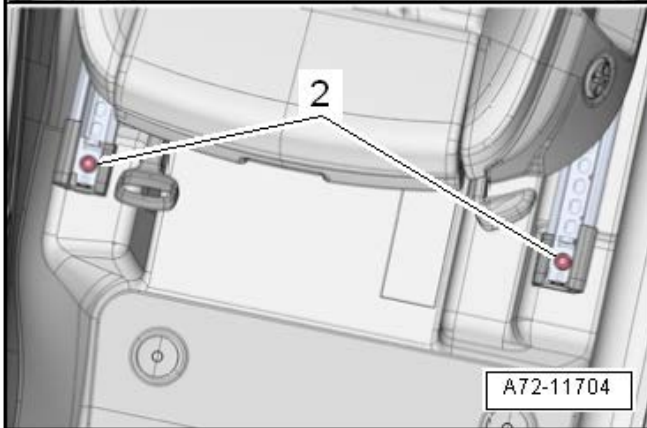
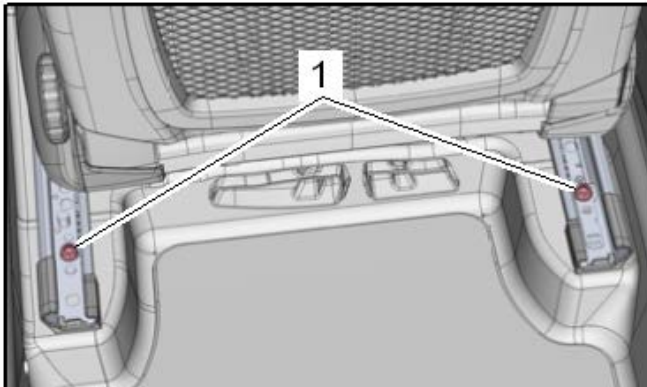
### ⓘ NOTE

- The exact routing of the harness may differ slightly based on the seat version.
- It's important that the harness does not negatively interfere with any other wiring on the seat.



**Install seat control module bracket (Vehicles with Criteria 02 only):**

- Install seat control module bracket in reverse order of removal.
- Carefully install pin <1> using needle nose pliers and press in until flush with bracket.



**Reinstall seat:**

<b>⚠ CAUTION</b>	
<b>Risk of Injury</b>	
Pyrotechnical components can deploy unintentionally.	
Discharge static electricity by briefly touching the door striker.	

- Installation of seat is the reverse order of removal.
- Torque bolts <1> and <2> to 40 Nm.

**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: \_\_\_\_\_

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-OR-

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

Code de SAGA: \_\_\_\_\_  
Technicien: \_\_\_\_\_  
Date: \_\_\_\_\_

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- 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.