

# Safety Recall

## Code: 69BT



**Subject** Driver Front Airbag Inflator

**Release Date** September 14, 2021

**SAGA Code Update** Recall code 69BT replaces recall code 69AE.

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	1997	2000	A4	65,519
USA	1998	2000	A6	30,587
USA	1998	1999	A8	4,058
USA	2000	2001	TT	6,693
CAN	1997	2000	A4	6,591
CAN	1998	1999	A6	1,972
CAN	1998	1999	A8	193
CAN	2000	2000	TT	409

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** Exposure to moisture over time could cause the driver front airbag to not inflate properly in a crash, increasing the risk of injury.

**Corrective Action** Replace driver front airbag inflator.

**Code Visibility** On or about September 14, 2021, the campaign code will be applied to affected vehicles.

**Owner Notification** Owner notification will take place in September 2021. 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.

## Parts Information

**Parts Control Type:**  
**Upper Order Limit**

Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.

**Initial Allocation:**  
**NO**

There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.

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



Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
3S	1	8D0-898-201-A	KIT	UOL
4S	1	4B0-898-201-A	KIT	UOL

**NOTE**

The specified part numbers reflect the status at the start of this action. 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.

## 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>	69BT		
<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>	3S		
<b>Model</b>	A4/S4, TT, TT Roadster		
	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator NOT installed. No further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	40	Inspect airbag inflator, no further work required
<b>OR</b>	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator is installed. Replace driver airbag inflator.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6958 55 99	70	Replace driver airbag inflator
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8D0898201A	KIT

**Continued on next page**

<b>Criteria I.D.</b>	3S		
<b>Model</b>	A6		
	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator NOT installed. No further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	50	Inspect airbag inflator, no further work required
<b>OR</b>	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator is installed. Replace driver airbag inflator.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6958 56 99	80	Replace driver airbag inflator
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8D0898201A	KIT
<b>Criteria I.D.</b>	4S		
<b>Model</b>	A4		
	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator NOT installed. No further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	40	Inspect airbag inflator, no further work required
<b>OR</b>	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator is installed. Replace driver airbag inflator.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6958 56 99	80	Replace driver airbag inflator
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4B0898201A	KIT

Continued on next page

<b>Criteria I.D.</b>	4S		
<b>Model</b>	A6, A8		
	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator NOT installed. No further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	50	Inspect airbag inflator, no further work required
<b>OR</b>	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator is installed. Replace driver airbag inflator.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6958 57 99	90	Replace driver airbag inflator
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4B0898201A	KIT

<b>-AND-</b>	<b>Outside Material (CLAIM ONE TIME PER DEALER ONLY)</b> <b>Additional tool claims will be cancelled</b>			
	<b>Quantity</b>	<b>Part number</b>	<b>Description</b>	<b>Amount</b>
	1.00	SPECIALTOOLS	Campaign Special Tool Set	Up to: \$350.50 (US) \$522.10 (CAN)
	<i>This reimbursement is for the following tools included in the "Audi Takata Airbag Tooling Set Auto-Shipment AT-445" originally communicated in ATE-21-15.</i> -T10119- -T40441- -VAS895015/1- -T40439- -T40440- -T40443-			

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

**This notice applies to your vehicle:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**NHTSA:** 20V056

**Subject: Safety Recall 69BT – Driver Front Airbag Inflator**

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 1997-2001 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** Exposure to moisture over time could cause the driver front airbag to not inflate properly in a crash, increasing the risk of injury.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the driver front airbag inflator. 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.
- 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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall:** 2020-032

**Subject:** Safety Recall 69BT – Driver Front Airbag Inflator

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?** Exposure to moisture over time could cause the driver front airbag to not inflate properly in a crash, increasing the risk of injury.

**What will we do?** To correct this defect, your authorized Audi dealer will replace the driver front airbag inflator. 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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, 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](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

## Repair Overview



- Inspect driver airbag inflator and replace if necessary.

### 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 Safety Equipment



Ear Protection  
(locally sourced)



Face Shield  
(locally sourced)



## Required Tools

 <p>ESD Work Surface -VAS6613-</p>	 <p>Airbag Retainer -T40439- (for 4-spoke steering wheels)</p>
 <p>Support -T40443- (for 3-spoke steering wheels)</p>	 <p>Drill Bit -T40440- (for 4-spoke steering wheels)</p>
 <p>Removal Wedge -VAS895015/1- (for 4-spoke steering wheels)</p>	 <p>Airbag Release Tool -T10119- (for 4-spoke steering wheels)</p>
 <p>Rivet Collection Container -T40441- (for 4-spoke steering wheels)</p>	 <p>Pop Rivet Pliers (locally sourced) (for 4-spoke steering wheels)</p>

## Required Work Environment

### WARNING

#### Risk of injury.

It is critical that a clean, uncongested work environment is utilized during the inflator replacement procedure. Extra tools, debris, etc... in the blast area of an airbag impose a danger in the event an airbag were to deploy. Ensure there are no loose components in the blast area of the airbag.



- Workbench that will support a vice.
- Work surface free of unnecessary tools, equipment and debris.

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
	2015-11-10	W-SERV_ACT.-
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

#### CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Removal of Driver Airbag and Inspection of Inflator Manufacturer

### **⚠ WARNING**

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

#### Verify operation of horn and steering wheel buttons:

- Check and document the function of the horn and all steering wheel buttons.

#### **!** NOTE

Diagnosis and repair of an inoperable horn or steering wheel buttons, before or after inflator replacement, will not be covered under this campaign.

#### Disconnect battery:

### **⚠ WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

#### **!** NOTE

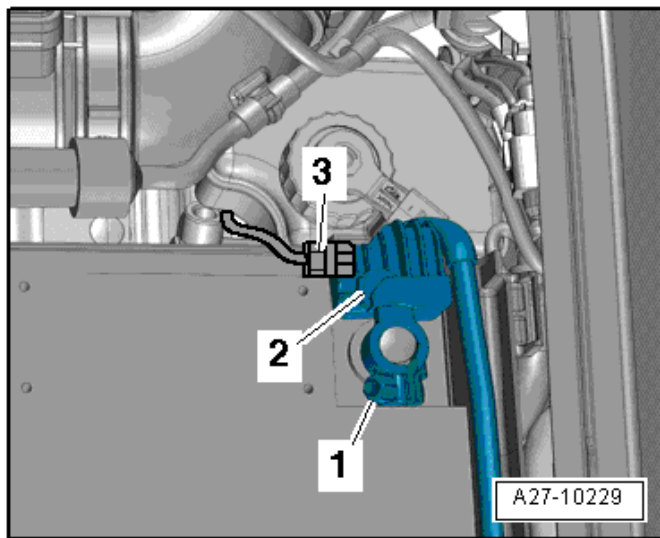
Before disconnecting the battery, it is recommended to record the customer’s radio presets so they can be restored before returning vehicle to the customer.

- Turn **ON** the ignition.
- Access the battery.
- Move the driver seat to the most rearward position.
- Fully recline driver seat.

### **⚠ CAUTION**

Reclining the driver seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.

- Make sure the ignition is turned **ON**.
- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal <2> from the battery terminal.



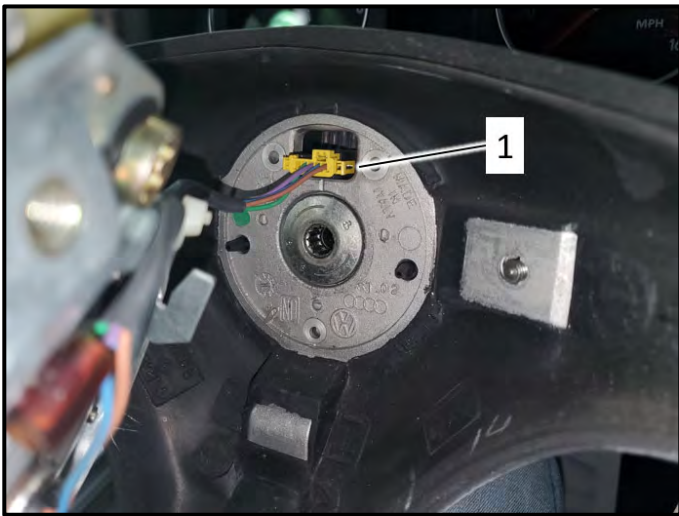


### Remove driver airbag:

- With the front wheels straight, turn the steering wheel 90°, as shown.
- Loosen bolt <arrow>.
- Turn the steering wheel 180° in the opposite direction and loosen the bolt <arrow>.

#### ! NOTE

3-spoke steering wheel shown. Removal of a 4-spoke steering wheel is similar.



### Disconnecting airbag, 3-spoke steering wheel:

#### ! WARNING

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

- Pull the airbag away slightly from the steering wheel.
- Disconnect wiring harness <1> using a pocket screwdriver or pick tool.

#### ! CAUTION

##### Risk of Consequential Damage

- Use extreme care when removing the connector <1> so that no damage to the spiral spring occurs.
- Due to the age of the vehicles, replacement parts may not be available!

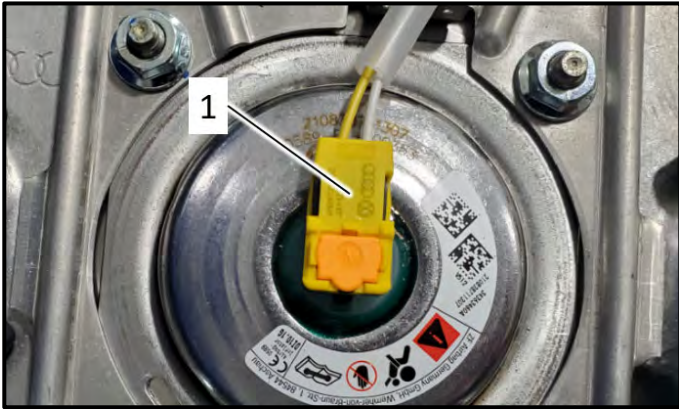
- Remove the airbag.

#### ! WARNING

Set the airbag down so the logo on the impact cushion faces upward.



## Disconnecting airbag, 4-spoke steering wheel:



### ⚠ WARNING

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

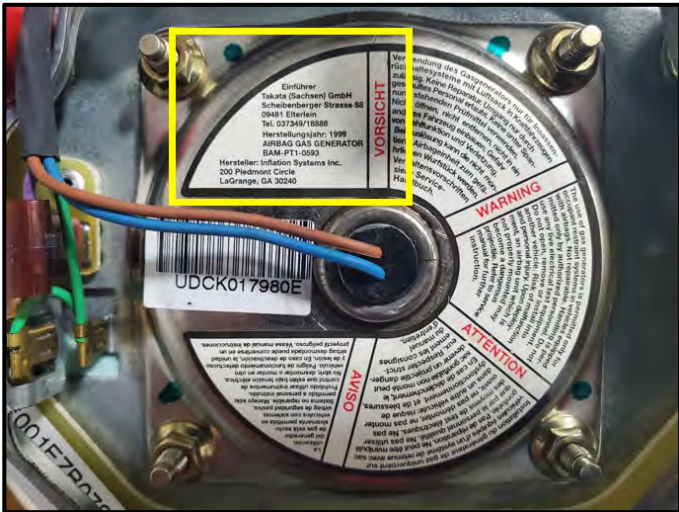
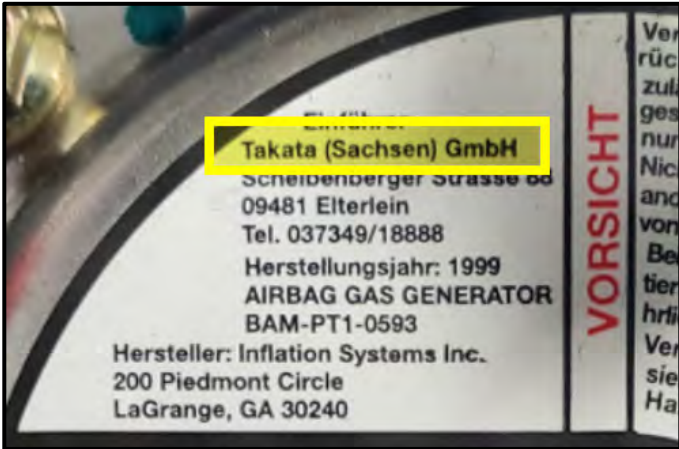
- Pull the airbag away slightly from the steering wheel.
- Release lock with a pocket screwdriver and disconnect airbag connector <1>.
- Remove the airbag.

### ⚠ WARNING

Set the airbag down so the logo on the impact cushion faces upward.

## Inspect the manufacturer of the airbag inflator:

- If the inflator was manufactured by TAKATA:
  - The inflator must be replaced.
  - **Vehicles With 3-Spoke Steering Wheel - Proceed to Section C**
  - **Vehicles With 4-Spoke Steering Wheel - Proceed to Section D**
- If the inflator was not manufactured by TAKATA:
  - Reassemble airbag in the reverse order of removal.
  - Torque airbag securing bolts to 7 Nm.
  - Reconnect battery and torque the nut as follows:



Model	Torque Specification
TT, TT Roadster	6 Nm
A4, S4	8 Nm
A6, A8	7.5 Nm

- Proceed to Section F.

## Section C – Replace Airbag Inflator, 3-Spoke Steering Wheel

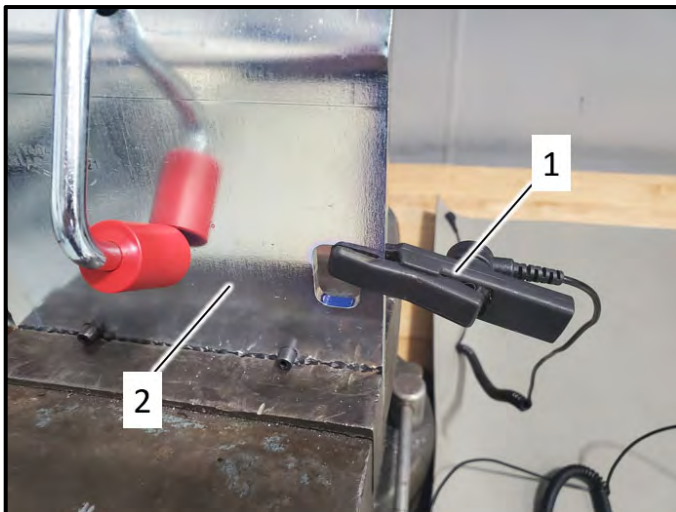


### Set up work station:

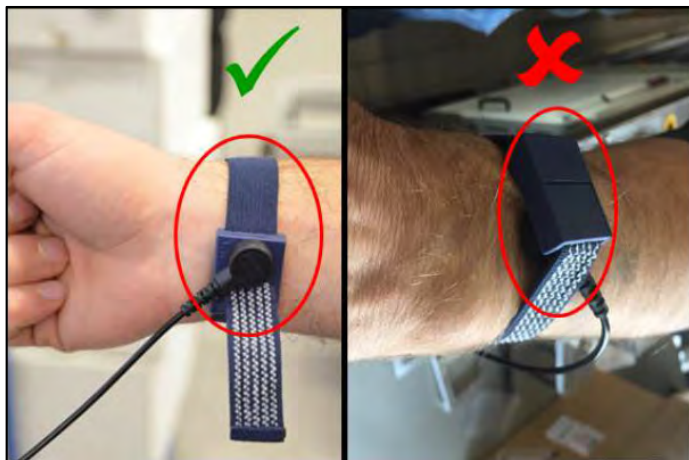
#### ! NOTE

Prior to beginning work, all parts and tools are to be placed on the ESD table mat.

- Assemble ESD workplace -VAS6613-.
- Plug ESD workplace into a wall socket using plug <1>.



- Clamp Support -T40443- <2> into the vise.
- Connect crocodile clip <1> to airbag support <2> and ESD workplace -VAS6613-.

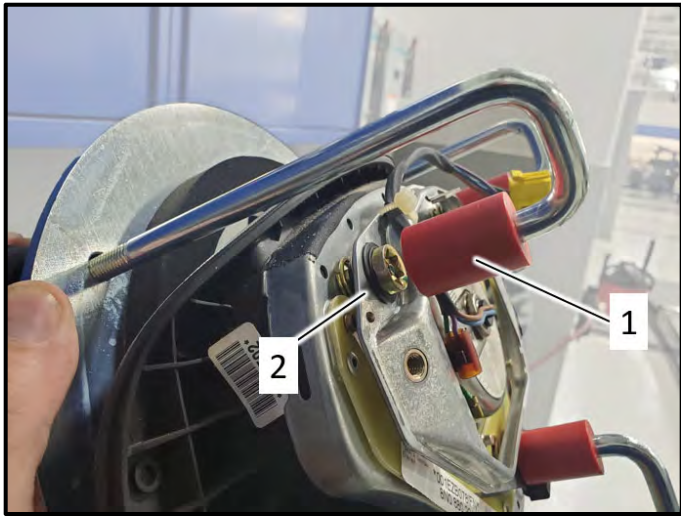


- Put the wrist strap from the ESD workplace on your wrist.

#### ! CAUTION

The white dots on the wrist strap must be against the skin.





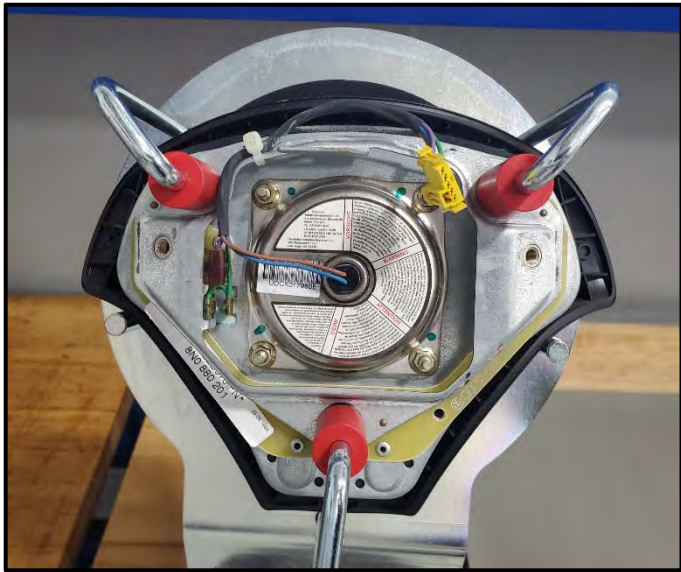
### Clamp airbag into Support:

- Place the securing hooks <1> over the horn ring bolts <2>.
- Tighten the securing hooks carefully so the airbag is secured on the support.
- Do not overtighten.

### **⚠ CAUTION**

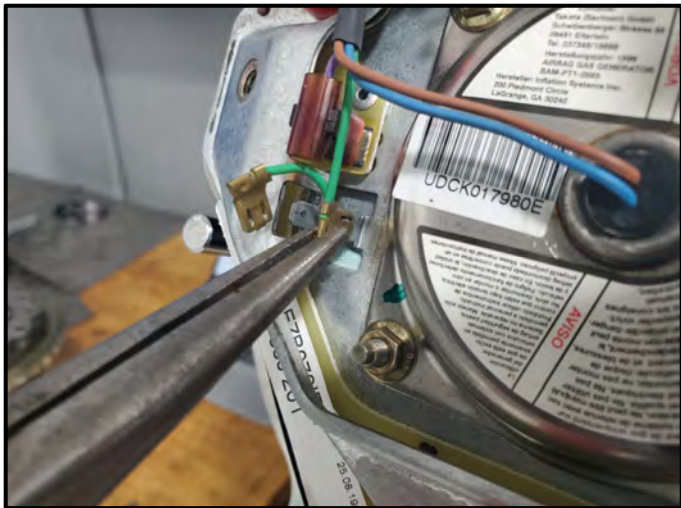
#### **Risk of Consequential Damage**

- Use extreme care when securing the airbag.
- The face of the airbag must not be damaged.
- **DO NOT OVERTIGHTEN.**
- Due to the age of the vehicles, replacement airbags are not available!



### **! NOTE**

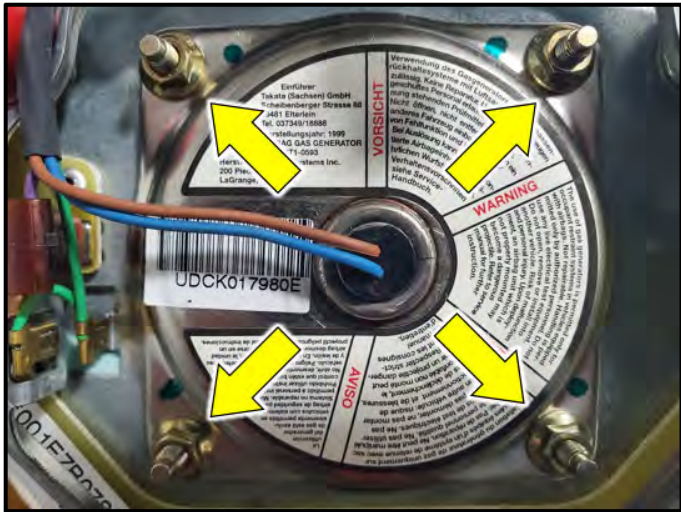
In certain cases, a 4-spoke steering wheel may have been retrofitted in place of the 3-spoke steering wheel. In this case, criterion 4S must be applied.



### Free up wiring harness:

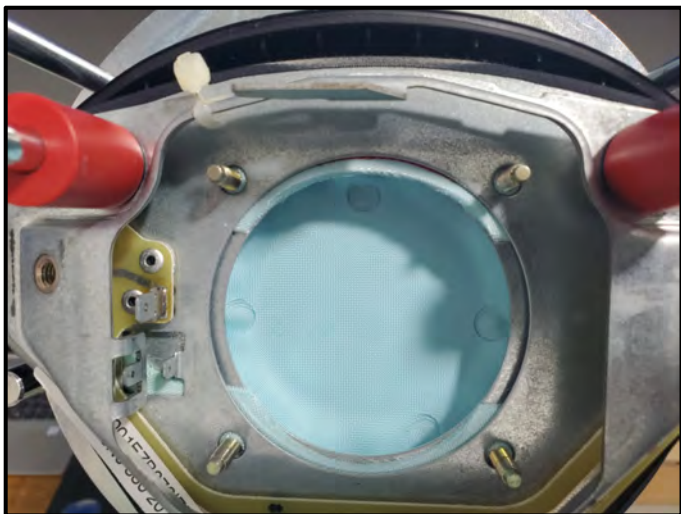
- Note the installation position of the flat connectors.
- Carefully disconnect the flat connectors using suitable pliers.





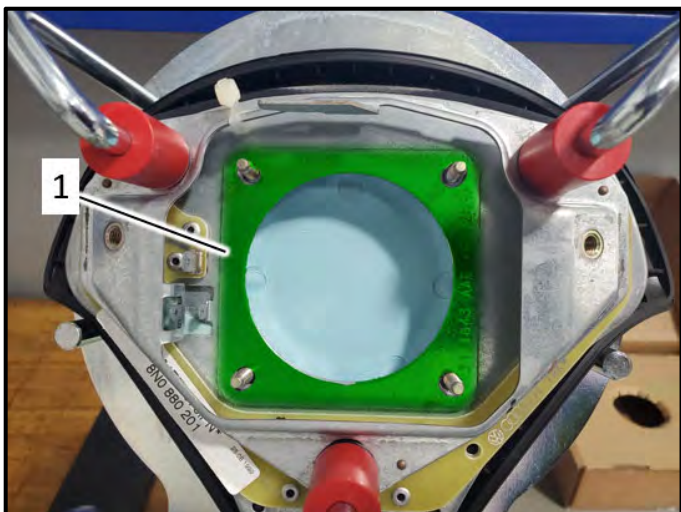
**Remove inflator:**

- Remove and discard the four nuts <arrows>.
- Remove the inflator and place in the original packaging, on the ESD worksurface.



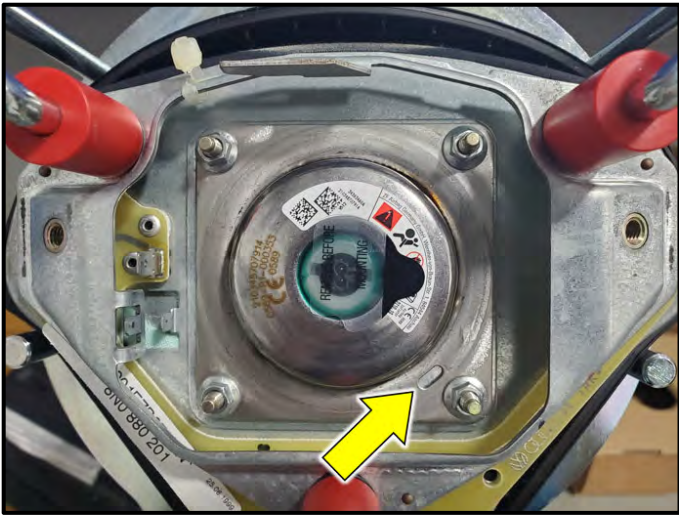
**Inspect airbag for foreign matter:**

- Perform a visual inspection for dirt or foreign matter in the mounting area for the new inflator.
- Clear any dirt or foreign matter with a vacuum.



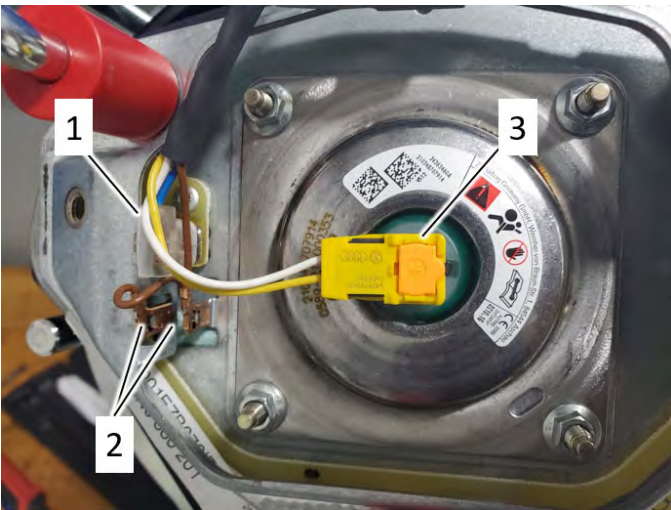
**Install spacer from repair kit:**

- Install spacer <1> over studs on airbag as shown.



#### Install new inflator:

- Install new inflator so opening <arrow> is at the 4-o'clock position.
- Install new nuts from repair kit and torque in a cross pattern to 5 Nm.



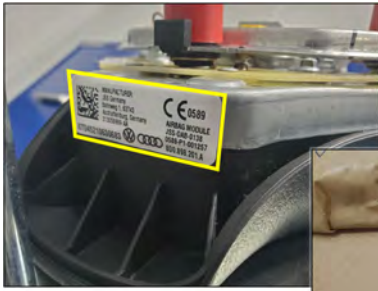
#### Install new wiring harness from repair kit:

- Remove protective film.
- Connect insulated flat connector <1>.
- Connect uninsulated flat connectors <2> next to each other.
- Connect and lock inflator connector <3>. Ensure it audibly engages.



#### Secure wiring harness:

- Route cable around the metal frame of the airbag as shown.
- Secure the wiring harness at the white marking on the harness using a new tie wrap from the repair kit.
- Cut off excess tie wrap material.



**Install sticker:**

- Attach a sticker from the repair kit onto the airbag assembly.

**Proceed to Section E**



## Section D – Replace Airbag Inflator, 4-Spoke Steering Wheel

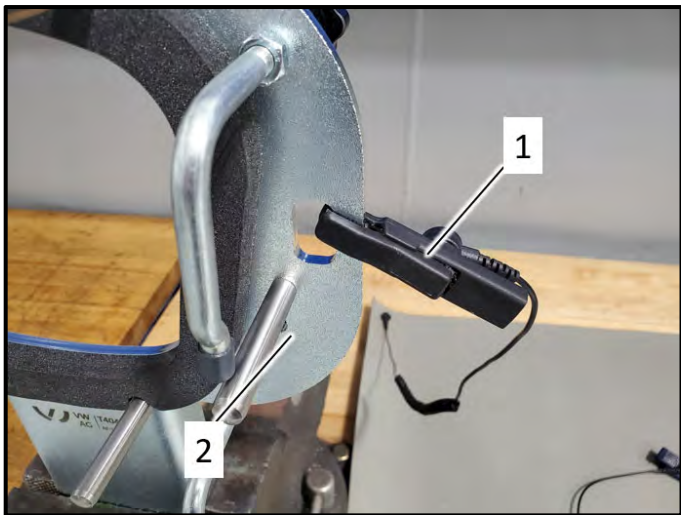


### Set up work station:

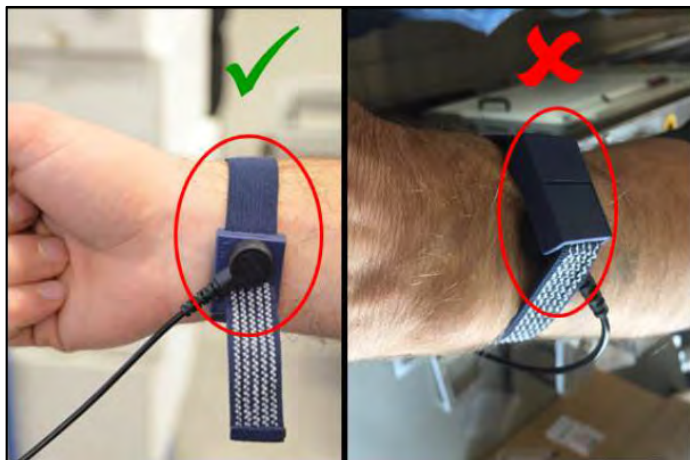
#### ! NOTE

Prior to beginning work, all parts and tools are to be placed on the ESD table mat.

- Assemble ESD workplace -VAS6613-.
- Plug ESD workplace into a wall socket using plug <1>.



- Clamp Airbag Retainer (support) -T40439- <2> into the vise.
- Connect crocodile clip <1> to airbag support <2> and ESD workplace -VAS6613-.



- Put the wrist strap from the ESD workplace on your wrist.

#### ! CAUTION

The white dots on the wrist strap must be against the skin.



### Clamp airbag into support:

- Tighten the securing hooks carefully so the airbag is secured on the support.
- Do not overtighten.

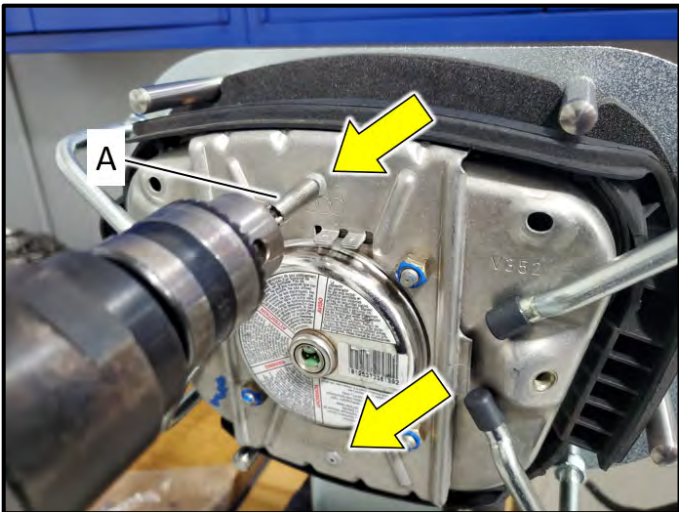
### **⚠ CAUTION**

#### **Risk of Consequential Damage**

- Use extreme care when securing the airbag.
- The face of the airbag must not be damaged.
- **DO NOT OVERTIGHTEN.**
- Due to the age of the vehicles, replacement airbags are not available!

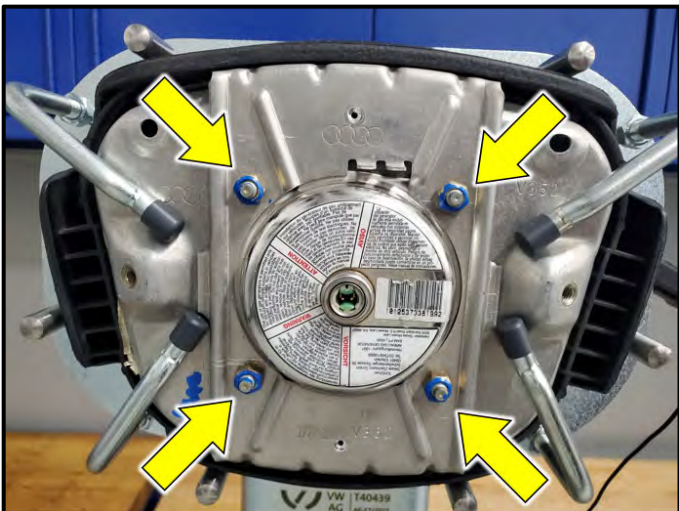
### **ⓘ NOTE**

In certain cases, a 3-spoke steering wheel may have been retrofitted in place of the 4-spoke steering wheel. In this case, criterion 3S must be applied.



### Drill off pop rivet heads:

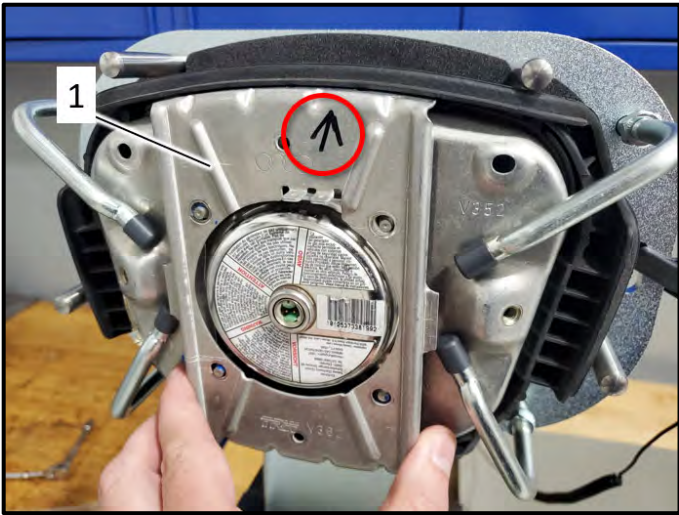
- Drill off the two pop rivet heads <arrows> using the -T40440- <A>.
- Vacuum all debris to prevent contamination and damage to the airbag.



### Remove inflator nuts:

- Remove and discard the four nuts <arrows>.





**Remove bracket:**

- Mark installation position of bracket <1> with a permanent marker so it can be reinstalled in the correct position.
- Note wiring harness routing for versions with multifunction steering wheels.
- Carefully remove bracket <1>.



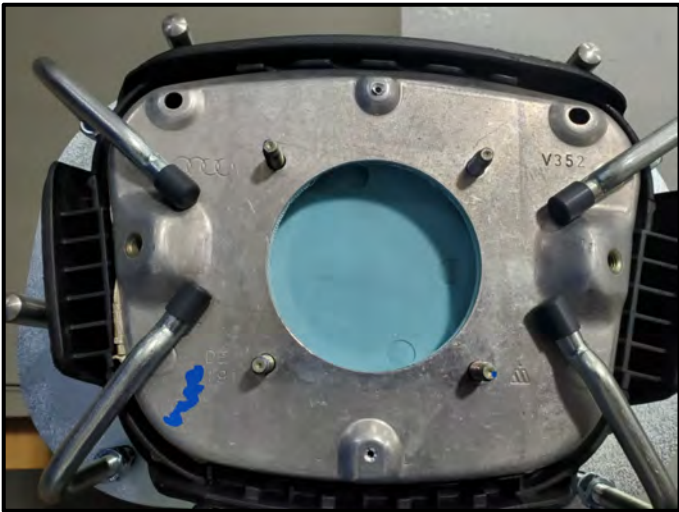
**Remove inflator:**

- Remove the inflator and place in the original packaging, on the ESD worksurface.



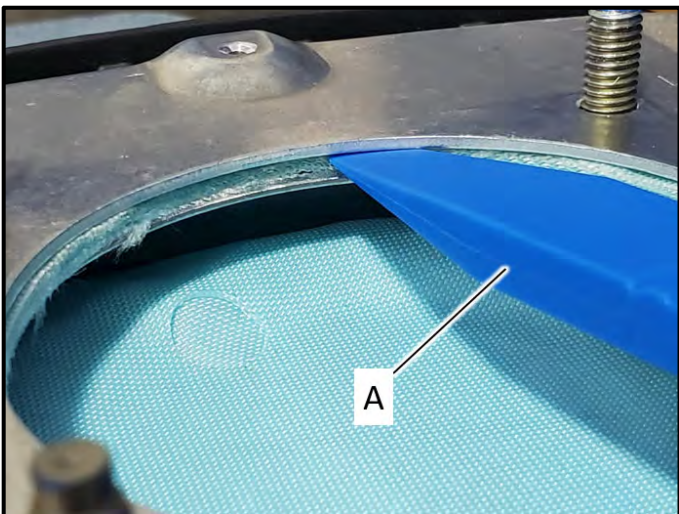
**Reposition Airbag Retainer (support):**

- Reposition Airbag Retainer (support) -T40439- into the vise as shown.



#### Inspect airbag for foreign matter:

- Perform a visual inspection for dirt or foreign matter in the mounting area for the new inflator.
- Clear any dirt or foreign matter with a vacuum.

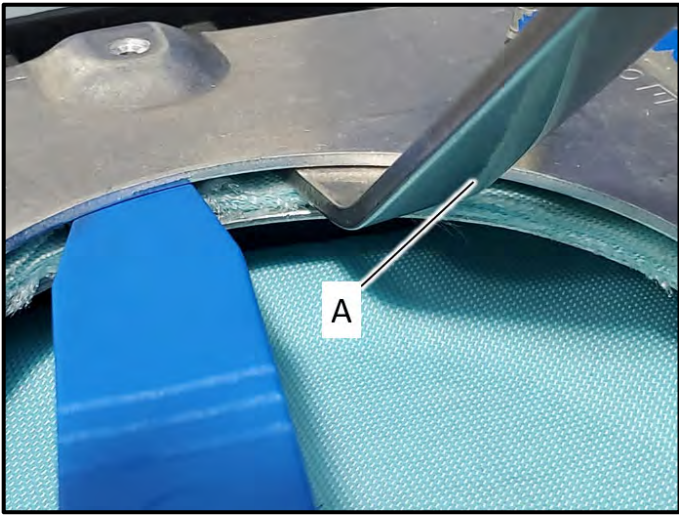


#### Separate airbag fabric from airbag frame:

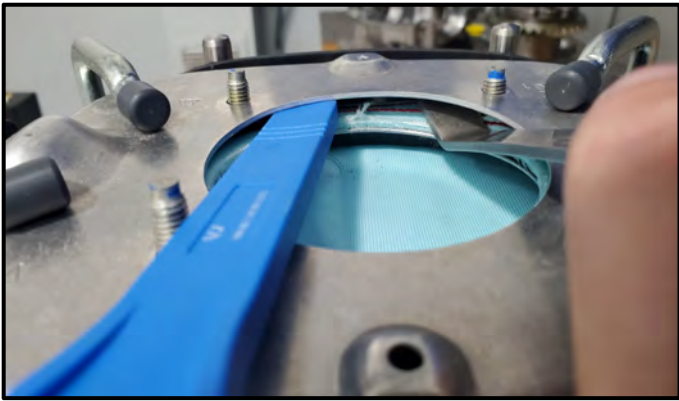
- In order to remove the rest of the pop rivet, the rivet will have to be removed from between the upper fabric layer and the airbag frame.
- Wedge -VAS895015/1- <A> must be exactly inserted between the upper airbag fabric layer and the outer portion of the airbag frame.

#### TIP

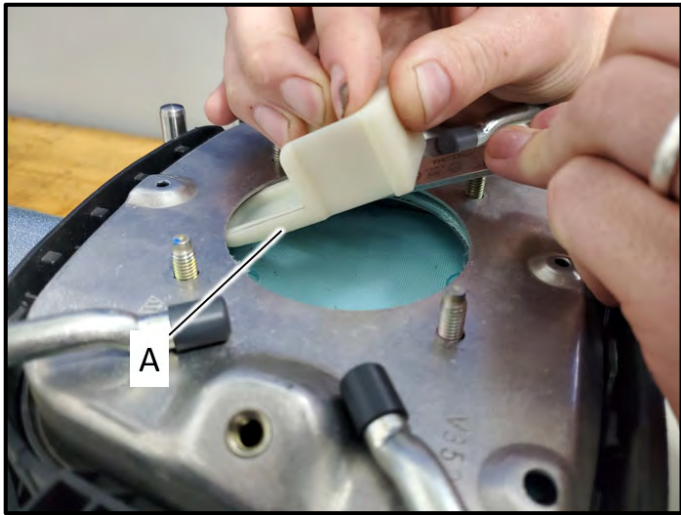
If the wedge gets between the fabric layers, it can only be inserted approx. 5 mm. This is an indication that the wedge is not in the correct position.



- Carefully pry open a gap so the -T10119- <A> can be inserted into the gap.





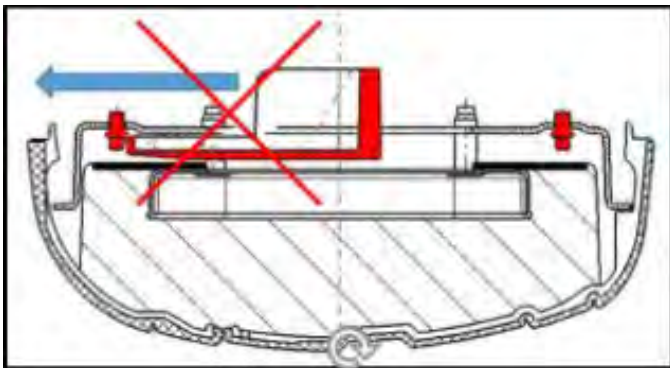


**Insert rivet collector:**

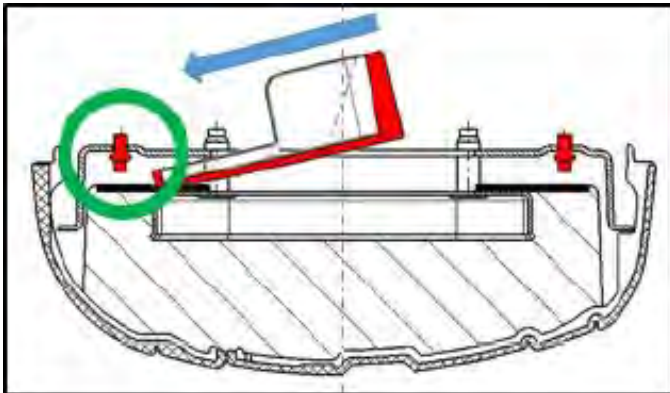
**⚠ WARNING**

If a rivet which has been drilled off cannot be retrieved with the rivet collector, it **MUST** be removed from the module to prevent the risk of injury if the airbag is deployed.

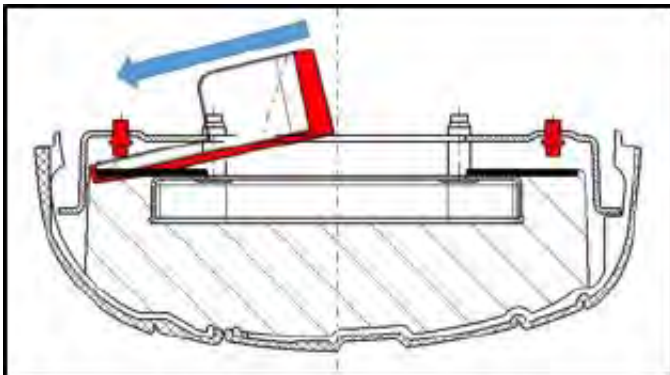
- While holding the airbag fabric away from the airbag frame with the -T10119-, install the Rivet Collection Device -T40441- <A>, starting on an angle as shown.



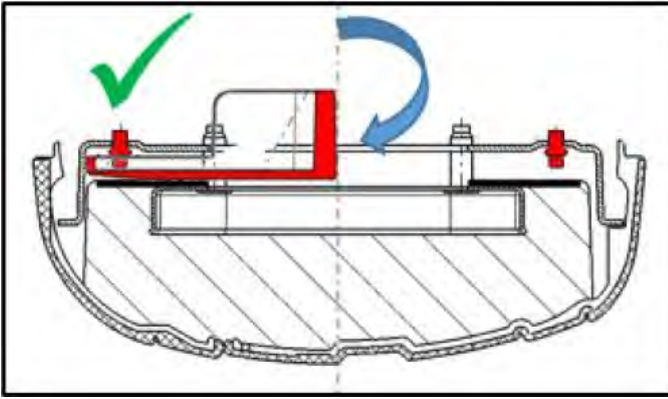
- Do not press the rivet collector against a rivet which has been drilled off.



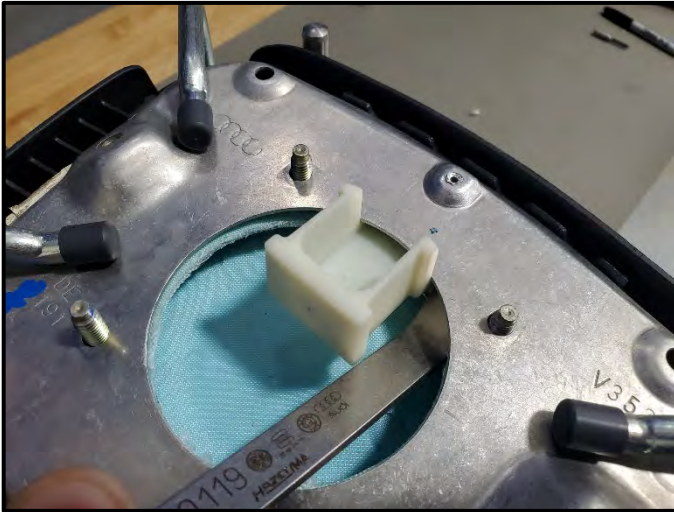
- Slide the rivet collector in at a slight angle and without resistance into the expanded gap.



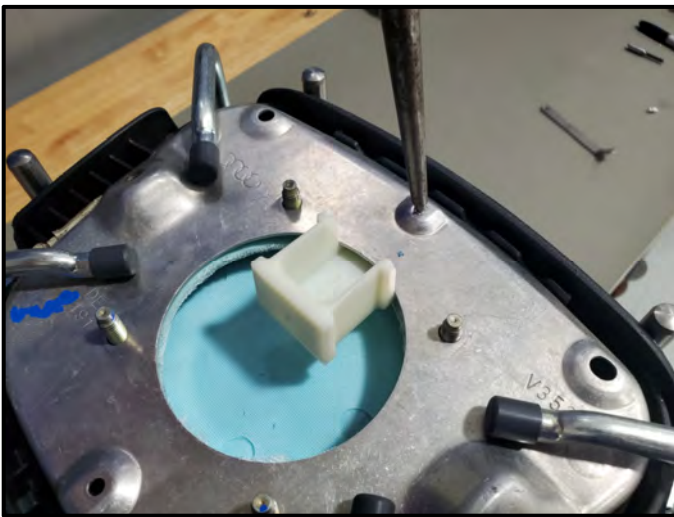
- Continue to slide the rivet collector in at a slight angle and without resistance into the expanded gap, past the remaining portion of the pop rivet, until the rivet collector stops.



- Carefully rotate the rivet collector into the horizontal position.



- Final installation position of the rivet collector shown.



**Knock out rivet:**

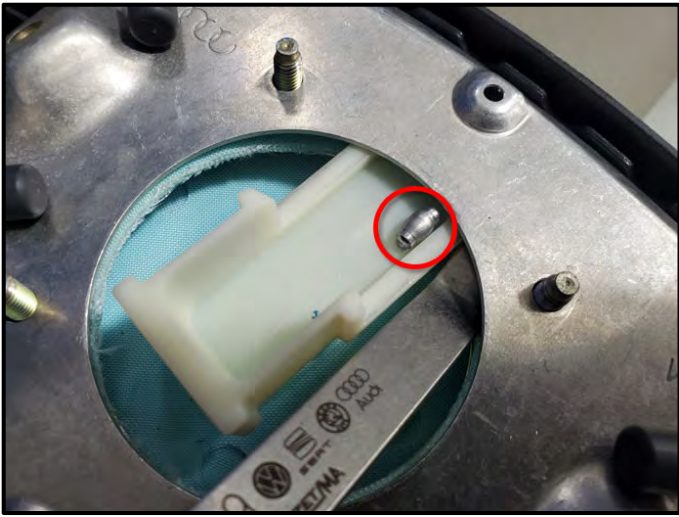
- Carefully knock out the rivet into the rivet collector using a small punch or similar tool.

**⚠ WARNING**

If a rivet which has been drilled off cannot be retrieved with the rivet collector, it **MUST** be removed from the module to prevent the risk of injury if the airbag is deployed.

**! NOTE**

To remove a rivet that's fallen into the module, use tools -T10119- and -VAS895015/1- to pry open a gap and retrieve the rivet.



#### Remove rivet collector:

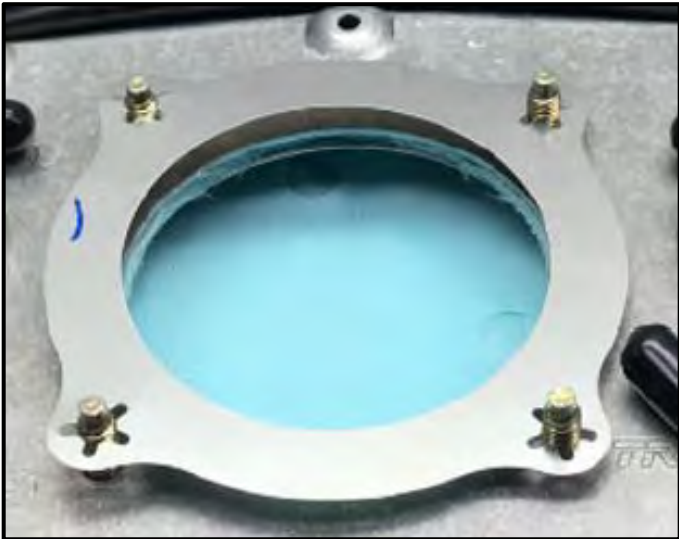
- Carefully slide rivet collector out.
- Ensure the rivet <circle> has been captured.
- Repeat the rivet collection steps for the other rivet.

#### **⚠ WARNING**

If a rivet which has been drilled off cannot be retrieved with the rivet collector, it **MUST** be removed from the module to prevent the risk of injury if the airbag is deployed.

#### **! NOTE**

To remove a rivet that's fallen into the module, use tools -T10119- and -VAS895015/1- to pry open a gap and retrieve the rivet.



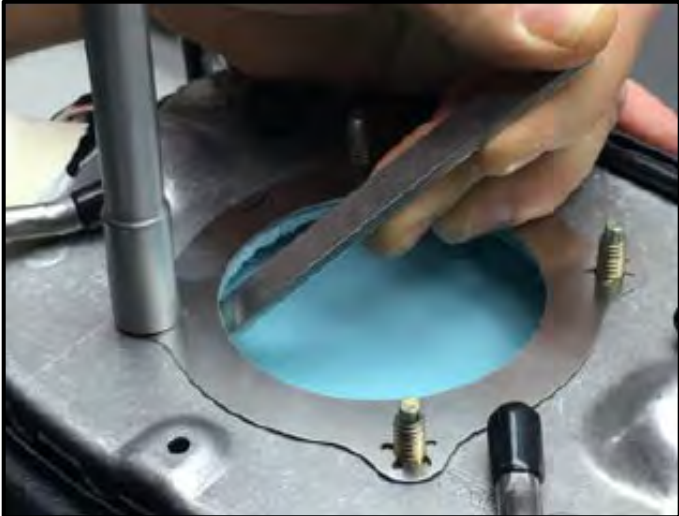
#### Install spacer:

- Install spacer from repair kit over the studs.

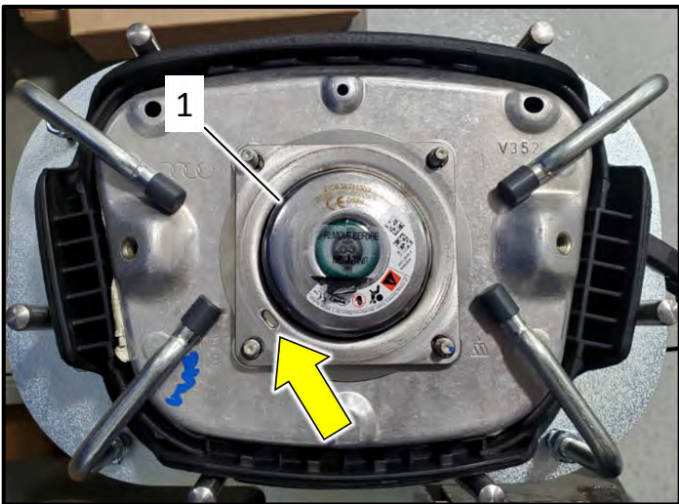




- Press spacer on flush with airbag frame using a socket, for example.

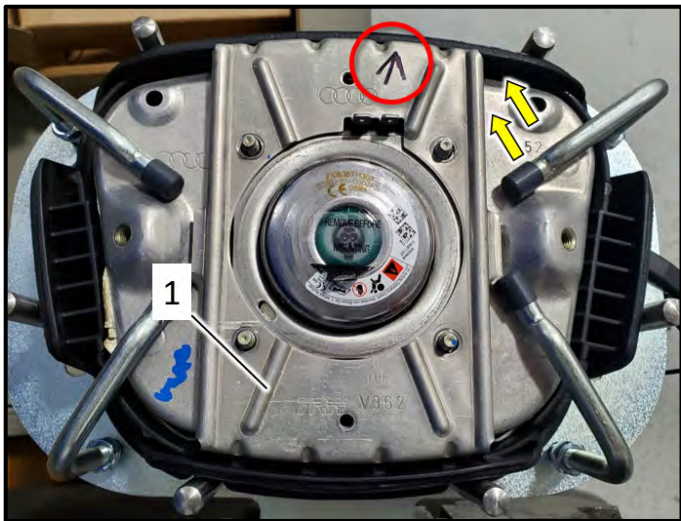


- The spacer must be pressed on flush even if the studs are loose.
- If necessary, Release for Airbag -T10119- can be used to counter hold studs if they are loose.



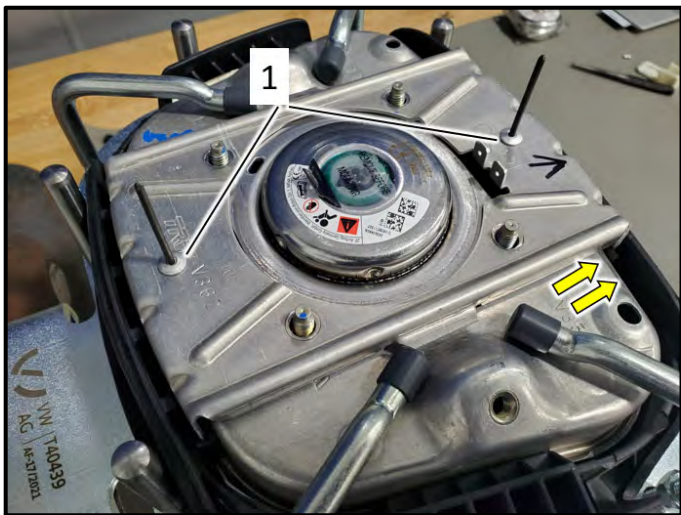
#### Install inflator:

- Install new inflator <1> so opening <arrow> is at the 7-o'clock position.



### Attach support:

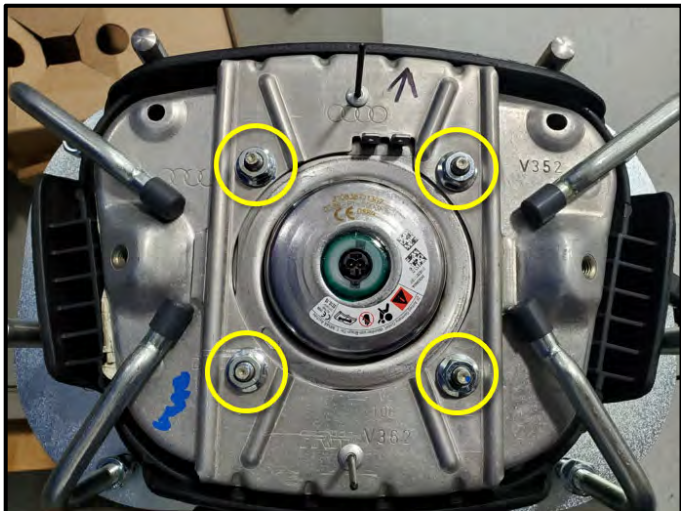
- Reference previously made installation position mark <circle> and attach support <1>.
- On versions with a multi-function steering wheel, make sure the wiring does not get trapped by the support in the area of <arrows>.



- Position the support with the aid of the two pop rivets from the repair kit <1>.
- **DO NOT secure the rivets yet!!**
- On versions with a multi-function steering wheel, make sure the wiring does not get trapped by the support in the area of <arrows>.

### NOTE

The upper and lower tabs on the support fit into the plastic recesses on the airbag cover. The support is positioned correctly only once it is seated force-free and flush on the airbag frame.



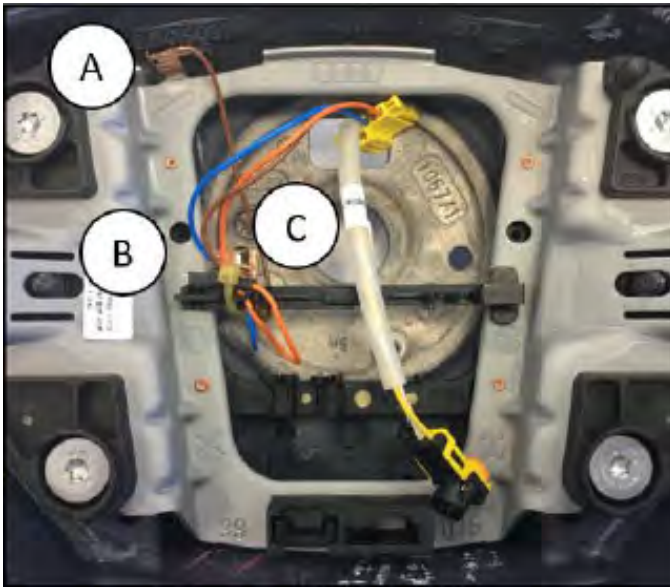
### Install new inflator nuts:

- Install new nuts <circles> from repair kit and torque in a cross pattern to 7 Nm.



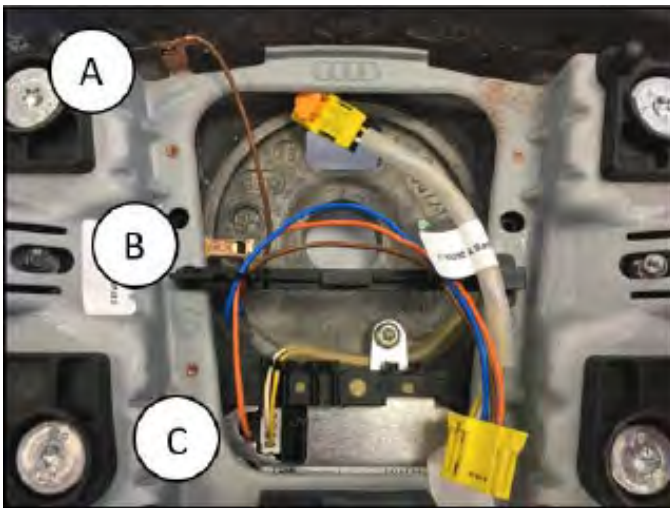


## Section E – Vehicle Reassembly



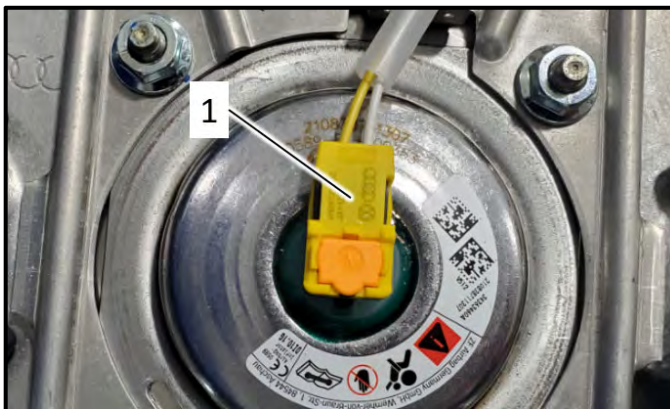
### Routing cables for 4-spoke steering wheel without multi-function steering wheel:

- A. Ground contact (brown)
  - B. Horn contact (blue)
  - C. Data bus contact for multi-function steering wheel (orange), and is not used.
- Route the brown <A> and blue <B> cables underneath the rib and clip them together with the orange cable <C> on top of the rib.
  - Wrap cable <C> over the clipped cables again and secure it with an additional cable tie to prevent noises and malfunctions.



### Routing cables for 4-spoke steering wheel with multi-function steering wheel:

- A. Ground contact (brown)
  - B. Horn contact (blue)
  - C. Data bus contact for multi-function steering wheel (orange)
- Route the brown <A> and blue <B> cables underneath the rib and clip them together with the orange cable on top of the rib.
  - The cables can be secured with an additional cable tie if necessary.
  - The electric functions for horn and airbag warning lamp must be checked and documented after finishing the work.



### Connecting airbag connector to 4-spoke steering wheel:

#### **⚠ WARNING**

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

- Connect and lock inflator connector <1>. Ensure it audibly engages.



### Reinstall airbag into steering wheel:

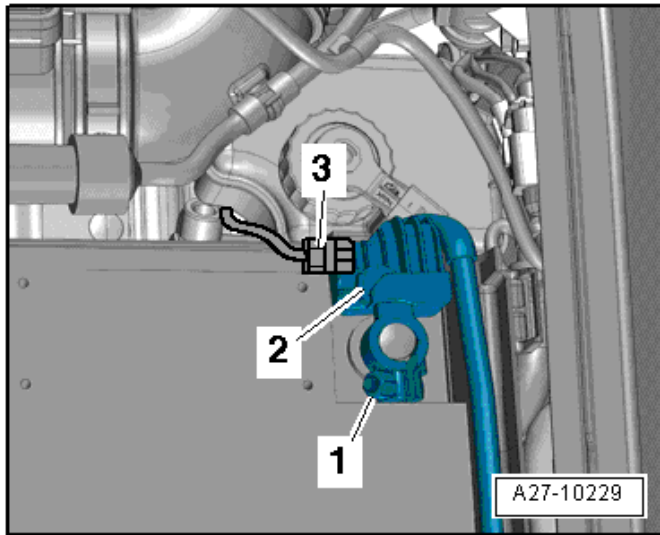
#### **⚠ WARNING**

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

- Connect electrical connector until it audibly engages.
- Install airbag in the reverse order of removal.
- Torque airbag mounting bolts <arrow> to 7 Nm.

#### **❗ NOTE**

3-spoke steering wheel shown. Installation of a 4-spoke steering wheel is similar.



### Reconnect battery:

#### **⚠ WARNING**

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

#### **❗ NOTE**

After connecting the power supply, the ABS warning lamp may only go out after the vehicle has been driven a few yards.

- Connect the battery ground cable by hand to the battery negative terminal.
- Torque the nut as follows:

Model	Torque Specification
TT, TT Roadster	6 Nm
A4, S4	8 Nm
A6, A8	7.5 Nm

- Install battery cover.





**! NOTE**

New inflator kits include a hazmat label. This label is not required and **MUST NOT** be installed on the removed inflator outer packaging. Doing so could cause delays in removed parts pickup.

**Final steps:**

- Cycle the ignition off and back on. The airbag warning lamp should go off after a few seconds.

**! NOTE**

If pre-existing airbag system faults were stored, the light may remain on. Diagnosis and repair of issues causing the airbag light will not be covered under this action.

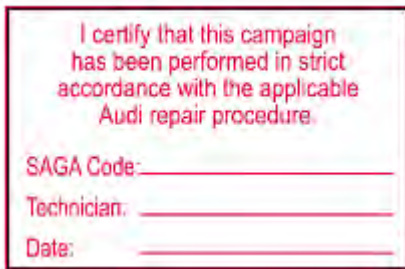
- Retrieve and enter radio code (if necessary).
- Store previously recorded radio presets (if necessary).
- Set clock to local time.
- Activate the power window regulator one-touch up/down function.
- Check and document the function of the horn and all steering wheel buttons.

**! NOTE**

Diagnosis and repair of an inoperable horn or steering wheel buttons, before or after inflator replacement, will not be covered under this campaign.

**Proceed to Section F**

## Section F – Campaign Completion Stamp



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

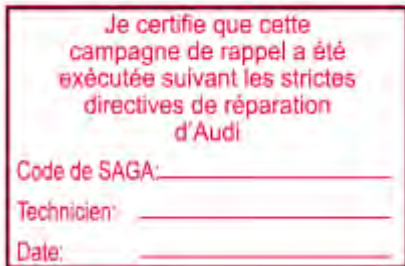
SAGA Code: \_\_\_\_\_

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 Appendix B** (Mandatory Takata Part Return Process).

## Section G - 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 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 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.

## Appendix B – Mandatory Takata Part Return Process



### ! NOTE

New inflator kits include a hazmat label. This label is not required and **MUST NOT** be installed on the removed inflator outer packaging. Doing so could cause delays in removed parts pickup.

# Appendix B – Mandatory Takata Part Return Process

## NOTE

NOTE: International (including Mexico and Canada), Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers **CANNOT** follow below shipping instructions. Instead, dealerships in these locations **MUST** contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_International@menloworldwide.com). Or they can email the attached form to Menlo/XPO, (email is in the form) & they will make arrangements with Crane Worldwide to arrange pick up. As info, both emails go to the same international people that arrange the freight. [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_International@menloworldwide.com); [SCTakataRestrains\\_International@XPO.com](mailto:SCTakataRestrains_International@XPO.com)

NOTE: For Continental US 48 State dealerships, please follow steps 1-8 below.

### 1. Shipping Documents

#### a) Box Label

- Supplied with each Kit
- To be affixed to each box



#### b) Over-pack Label

- To be supplied by XPO
- To be affixed to the outside of each pallet



#### c) Bill of Lading

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



#### d) ERG Document

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



### 5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



### 2. Packing Instructions

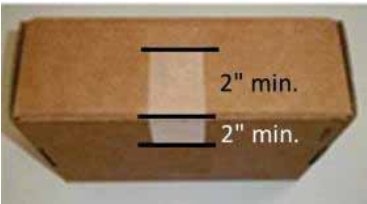
a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



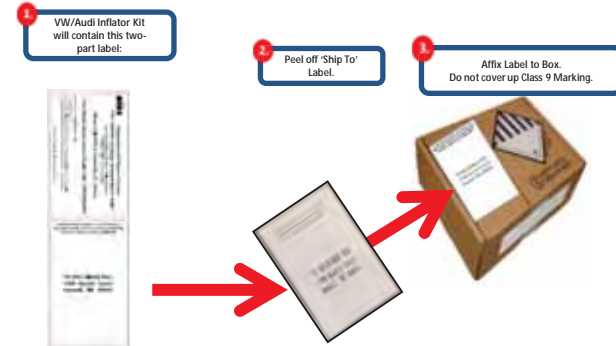
### 3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box.



### 4. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid June, 2015



### 6. Shipping Instructions – Schedule LTL Pickup

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call XPO at 1-888-708-5712
  - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- Have the following Information Available
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of Passenger Inflator Kits on each Pallet
  - Email Address where shipping Documentation can be received

### 7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

### 8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: XPO Customer service Rep- Tel #: 210-250-5079  
E-Mail: [SCFieldAction.14305@xpo.com](mailto:SCFieldAction.14305@xpo.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number



# U.S. Only

## NOTE

Crane Worldwide Logistics will arrange pick-up of all return Takata product. Dealers **MUST** follow directions on attached sign up form and pick-up request instructions.

If you have any issues, questions or require additional information regarding shipping, contact the following Takata/Menlo USA representative directly:

**Miguel Prigadaa**

Tel number: 210-250-5078

Email: [MLGTakataRestrains\\_International@menlowworldwide.com](mailto:MLGTakataRestrains_International@menlowworldwide.com)

**NOTE: For reference purposes only, see steps 1-8 below.**

### Canadian Dealers - Do Not Contact XPO

Campaign Specialist

Tel number: (905) 428-4601

E-mail: [warranty.campaigns@vw.ca](mailto:warranty.campaigns@vw.ca) or [warranty.campaigns@audi.ca](mailto:warranty.campaigns@audi.ca)

## 1. Shipping Documents

### a) Over-pack Label

- To be supplied by carrier
- To be affixed to the outside of each pallet



### b) Bill of Lading (BOL)

- To be supplied by carrier
- Print 2 copies: 1 for Dealer Records, 1 for truck Driver



### c) ERG Document

- To be supplied by carrier
- To be provided by the Dealer to the truck Driver for each shipment



## 2. Packing Instructions

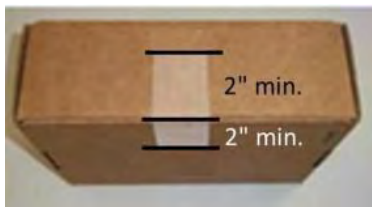
a) Confirm box is in acceptable condition.

b) Place the un-deployed air bag inflator in the "cradle" of the box insert.



## 3. Closure Instructions

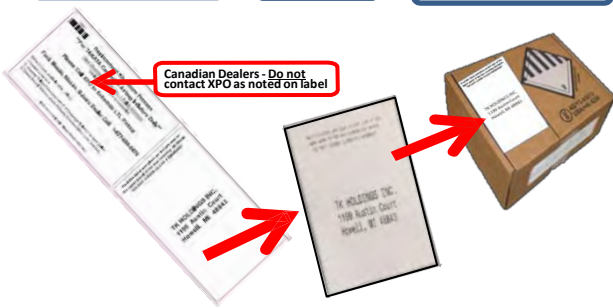
a) Close the top box flap, per box closure instructions located on front panel of box.



## 4. Shipping Instructions - Label each Box

a) This step is **only** necessary if label is included in box.

- VW/Audi Inflator Kit will contain this two-part label:
- Peel off 'Ship To' Label.
- Affix Label to Box. Do not cover up Class 9 Marking.



## 5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes MAX)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)
- Kits **cannot** be shipped in a master carton. If not enough to palletize, kits can be returned in their individual Boxes with dangerous goods markings visible. Select "via small package" when shipping individually



## 6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) or **30 days since last shipment**:

- Follow request instructions on pick-up

b) Have the following Information Available

- Dealer Number
- Quantity of Over-pack Pallets(200) or individual boxes
- Quantity of Passenger Inflator Kits on each Over-Pack Pallet
- Email Address where shipping Documentation can be received

## 7. Shipping Instructions – Ship

a) Give 1 Copy of BOL and ERG to driver

b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

## 8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please email to request replacement materials.

E-Mail: [MLGTakataRestrains\\_International@menlowworldwide.com](mailto:MLGTakataRestrains_International@menlowworldwide.com)

To help expedite your request, provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label - \* if included
  - This picture may appear different on the box



c) Dealer Shipping Information

- Contact name
- Dealer Address
- Phone Number

## CANADIAN DEALER DO NOT CONTACT XPO

Do not ship with label inside the box

Label on the box will vary as per country of origin

Please file all tracking documents

Contact your Campaign Specialist