

Safety Recall

Code: 70H7



Subject	Instrument Panel/Passenger Airbag Deployment																		
Release Date	May 27, 2020																		
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2019</td> <td>2019</td> <td>Q3</td> <td>3,024</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2020</td> <td>Q3</td> <td>404</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	Q3	3,024	CAN	2019	2020	Q3	404
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USA	2019	2019	Q3	3,024															
CAN	2019	2020	Q3	404															
	<p>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none"> ✓ Campaign status must show "open." ✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign. 																		
Problem Description	Based on production data review, the passenger airbag score-line in the instrument panel may potentially not have been performed according to specification on three (3) vehicles worldwide. An incorrect passenger airbag score-line in the instrument panel may impact airbag opening and inflation in case of a crash, or cause plastic parts to detach and enter the passenger compartment. This may lead to an increased risk of injury in a crash.																		
Corrective Action	Inspect and, if necessary, replace the instrument panel.																		
Code Visibility	On or about May 27, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in June 2020. Owner letter examples are included in this bulletin for your reference.																		
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><u>New Vehicles in Dealer Inventory:</u> It is a violation of federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied. By law, dealers must correct, prior to delivery for sale or lease, any vehicle that fails to comply with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> Dealers should not deliver any pre-owned vehicles in their inventory which are involved in a safety or compliance recall until the defect has been remedied.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																		

Claim Entry Instructions

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

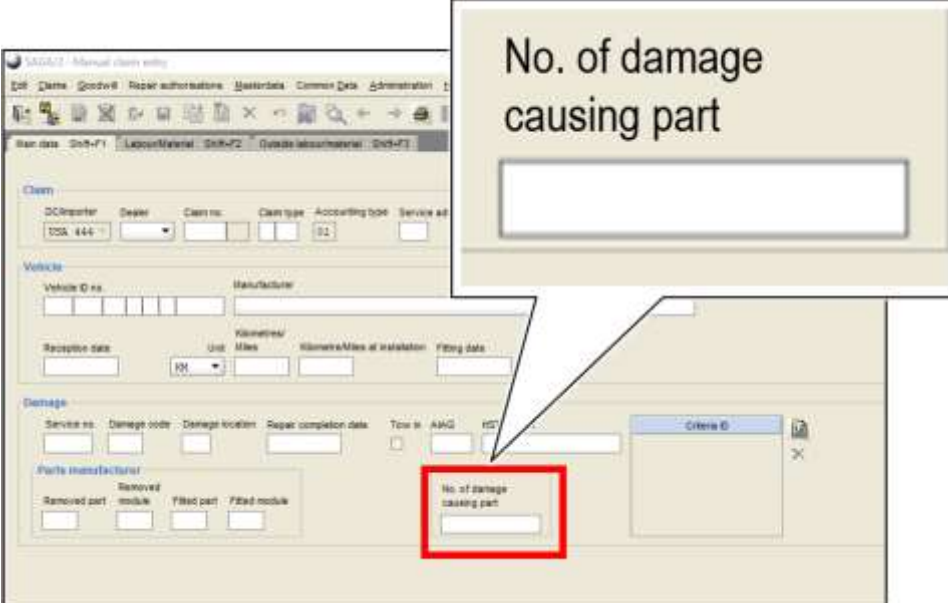
Service Number	70H7		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	40	Inspect instrument panel serial number

CRITICAL DOCUMENTATION STEP

The instrument panel serial number from all vehicles inspected **MUST** be documented when entering the claim in SAGA.

Enter the instrument panel serial number in the **"No. of damage causing part"** field in SAGA.

The entered format should be, SMPXXXXXX (letters SMP plus 7 numerals) . .



The screenshot shows the SAGA software interface for manual claim entry. The 'Damage' section is visible, with the 'No. of damage causing part' field highlighted in red. A callout box points to this field with the text 'No. of damage causing part'.

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: 20V273

Subject: Safety Recall 70H7 - Instrument Panel/Passenger Airbag Deployment

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 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Based on production data review, the passenger airbag score-line in the instrument panel may potentially not have been performed according to specification on three (3) vehicles worldwide. An incorrect passenger airbag score-line in the instrument panel may impact airbag opening and inflation in case of a crash, or cause plastic parts to detach and enter the passenger compartment. This may lead to an increased risk of injury in a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the instrument panel.

- The inspection will take about an hour to complete.
- If your vehicle needs an instrument panel, additional time will be required for ordering and installation.
- Both the inspection and replacement (if necessary) will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

What should you do? Please contact your authorized Audi dealer without delay to schedule this recall repair. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, the law requires you to forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your safety and continued satisfaction with your vehicle.

Sincerely,

Audi Customer Protection

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: 2020-209

Subject: Safety Recall 70H7 - Instrument Panel/Passenger Airbag Deployment

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? Based on production data review, the passenger airbag score-line in the instrument panel may potentially not have been performed according to specification on three (3) vehicles worldwide. An incorrect passenger airbag score-line in the instrument panel may impact airbag opening and inflation in case of a crash, or cause plastic parts to detach and enter the passenger compartment. This may lead to an increased risk of injury in a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the instrument panel.

- The inspection will take about an hour to complete.
- If your vehicle needs an instrument panel, additional time will be required for ordering and installation.
- Both the inspection and replacement (if necessary) 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.

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 and document instrument panel serial number.

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 Tools



Endoscope (Hazet 4812-10/4S)
-VAS6748B-
(or locally sourced equivalent)

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 – Repair Procedure



- Remove right (passenger) side instrument panel cover:
 - See ELSA Repair Manual: *Repair manual > Body > Body Interior > 70 Interior Trim > Instrument Panel > Instrument Panel Side Cover, Removing and Installing*
- Inspect using a borescope/endscope from the side and move it upwards towards data sticker for instrument panel.



- The data sticker is located above the glove box on the air duct for the air vent.
- The data sticker will be next to an air vent temperature sensor.
- The serial number will start with the letters **SMP**.

! NOTE

Photo shows glovebox removed for clarity.



- Once the serial number is found, document the serial on the repair order and in any digital repair order notes.

⚠ CRITICAL REPAIR STEP

The instrument panel serial number for all vehicles **MUST** be recorded for documentation purposes. The warranty administrator is required to enter the serial number in the SAGA claim.

! NOTE

Photo is another example of the sticker location.

- The recorded format should be, SMPXXXXXX (letters SMP plus 7 numerals).

Affected serial number:

SMP0069155

SMP0099990

SMP0105939

7-stellige Zeichenfolge (Beispiel) /
Significant 7 – digit string (example):

SMP GmbH Hungary S22
 052 SMP0199508N
 83B 857 001 24A
 0199508 03.02.2020

- If the serial number matches one of these three affected serial numbers:
 - Capture a photo of the serial number.
 - Create an Audi Technical Assistance WEB contact and attach the photo of the affected serial number.
 - The information will be reviewed and you will be contacted with further instructions.
- If the serial number does not match one of these three affected serial numbers:
 - Ensure the serial number is documented.
 - Reinstall the instrument panel side cover in reverse order of removal.
 - 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.