

Safety Recall

Code: 70H6



Subject Leather Instrument Panel/Passenger Airbag Deployment

Release Date June 18, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	A6	108
USA	2020	2020	A7	45
CAN	2020	2020	A6	6
CAN	2020	2020	A7	14

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 Leather covered instrument panels produced during a specific period were not manufactured according to specification by the supplier. As a result, the predetermined split lines for the passenger airbag may not open as designed in the event of a crash, potentially reducing the restraint effect of the passenger airbag. In a crash with passenger airbag deployment, the restraint capacity of the passenger airbag may be reduced and small plastic parts may enter the passenger compartment. This may lead to an increased risk of injury.

Corrective Action Replace instrument panel.

Code Visibility On or about June 18, 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 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

Part Number	Parts Control Type	Instructions
4K1-857-001-D PBM	VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
4K1-857-001-E PBM		
4K1-857-001-E PBN		
N -907-991-02	Free Order	Parts will be managed by Free Order
N -910-935-02		

Initial Allocation: NO	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
S2	1	4K1-857-001-D PBM	Dashboard	VIN to Order
S3	1	4K1-857-001-E PBM	Dashboard	VIN to Order
S4	1	4K1-857-001-E PBN	Dashboard	VIN to Order
ALL	1	N -907-991-02	Screw (steering wheel bolt)	Free Order
ALL	4	N -910-935-02	Bolt (airbag bolt)	Free Order

 NOTE
The specified part numbers reflect the status at the start of this service 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

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	70H6		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Dashboard* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	S2		
	LABOR		
	Labor Op	Time Units	Description
	7018 55 99	600	Replace instrument panel and clear repair related faults
	PARTS		
	Quantity	Part Number	Description
	1.00	4K1857001D PBM	Dashboard*
	1.00	N 90799102	Bolt, with polygon socket hd.
	4.00	N 91093502	Hex socket head locating bolt
Criteria I.D.	S3		
	LABOR		
	Labor Op	Time Units	Description
	7018 55 99	600	Replace instrument panel and clear repair related faults
	PARTS		
	Quantity	Part Number	Description
	1.00	4K1857001E PBM	Dashboard*
	1.00	N 90799102	Bolt, with polygon socket hd.
	4.00	N 91093502	Hex socket head locating bolt

Continued on next page

Criteria I.D.	S4		
	LABOR		
	Labor Op	Time Units	Description
	7018 55 99	600	Replace instrument panel and clear repair related faults
	PARTS		
	Quantity	Part Number	Description
	1.00	4K1857001E PBN	Dashboard*
	1.00	N 90799102	Bolt, with polygon socket hd.
	4.00	N 91093502	Hex socket head locating bolt

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: 20V274

Subject: Safety Recall 70H6 - Leather 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 2020 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Leather covered instrument panels produced during a specific period were not manufactured according to specification by the supplier. As a result, the predetermined split lines for the passenger airbag may not open as designed in the event of a crash, potentially reducing the restraint effect of the passenger airbag. In a crash with passenger airbag deployment, the restraint capacity of the passenger airbag may be reduced and small plastic parts may enter the passenger compartment. This may lead to an increased risk of injury.

What will we do? To correct this defect, your authorized Audi dealer will replace the instrument panel. This work will take about a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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: 2020-208

Subject: Safety Recall 70H6 - Leather 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? Leather covered instrument panels produced during a specific period were not manufactured according to specification by the supplier. As a result, the predetermined split lines for the passenger airbag may not open as designed in the event of a crash, potentially reducing the restraint effect of the passenger airbag. In a crash with passenger airbag deployment, the restraint capacity of the passenger airbag may be reduced and small plastic parts may enter the passenger compartment. This may lead to an increased risk of injury.

What will we do? To correct this defect, your authorized Audi dealer will replace the instrument panel. This work will take about a day to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

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.

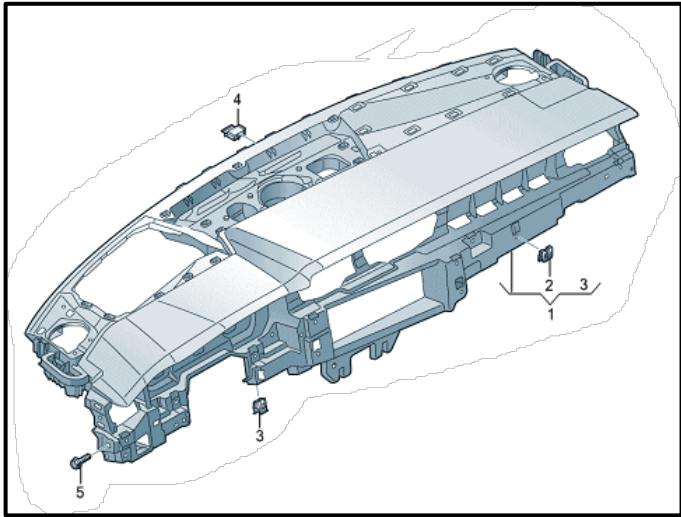
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Replace instrument panel (dashboard).

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

	<p>Pry lever -80-200- (or equivalent)</p>		<p>Omega Clip Tool -T40280- (or equivalent)</p>
	<p>Trim Removal Wedge -3409- (or equivalent)</p>		<p>Locking Pin (3 pc.) -T40011-</p>
	<p>Fiber-Optic Repair Set - Connector Protective Caps -VAS6223/9-</p>		<p>Release Tool -T40389-</p>
			<p>Wedge Set -T10383- (or equivalent)</p>
			<p>Scraper Set -VAS6845-</p>

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
← 3	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.

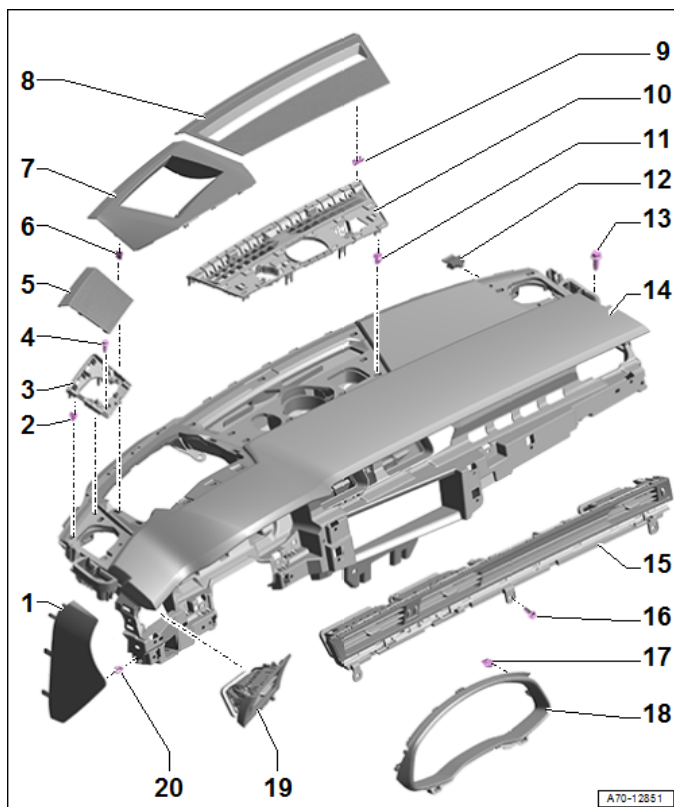
CRITICAL REPAIR STEP



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



Replace instrument panel <14>:

WARNING

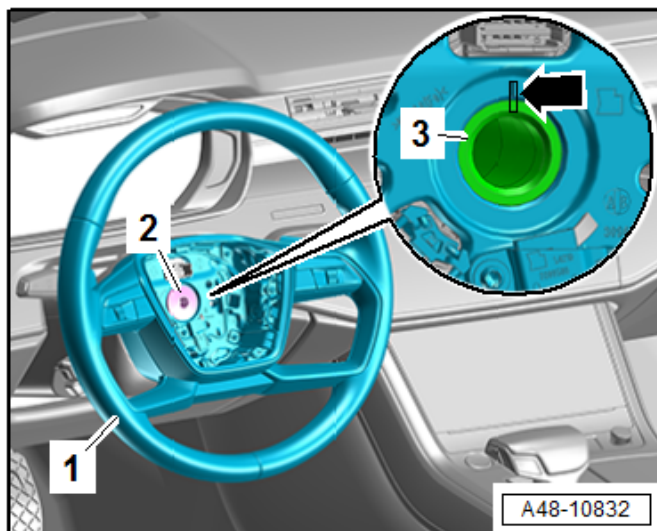
Refer to all warnings and cautions published in the ELSA Repair Manual.

- See ELSA Repair Manual: *Repair manual > Body > Body Interior > 70 Interior Trim > Instrument Panel > Instrument Panel, Removing and Installing*

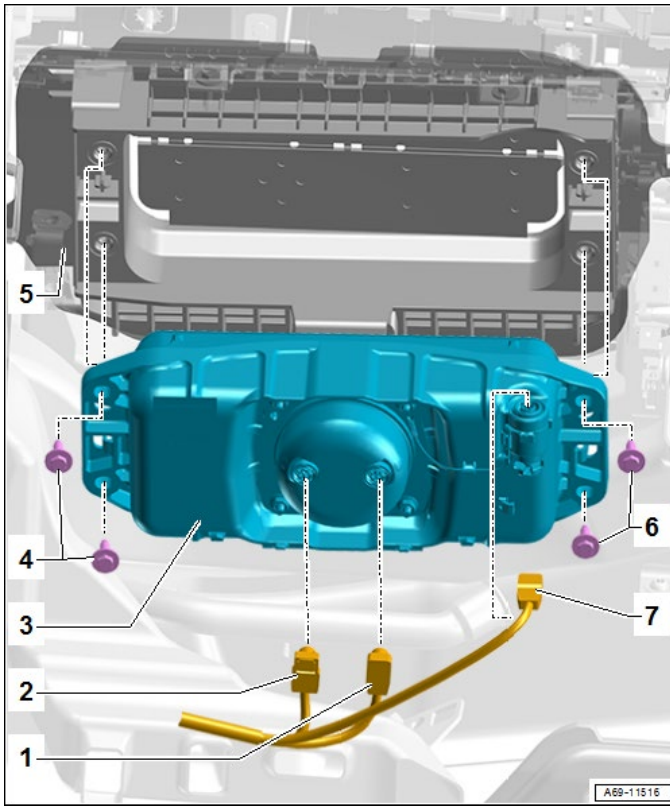
After work is complete proceed to Section C.

Note the following when replacing the instrument panel:

- The steering wheel bolt <2> requires replacement.



Part Number	Part Description
N -907-991-02	Steering wheel bolt



⚠ WARNING

- Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.
- 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.
- The passenger airbag bolts <4> and <6> require replacement.

Part Number	Part Description
N -910-935-02	Airbag bolt (qty. 4)

Section C – Campaign Completion Stamp

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

SAGA Code: _____
Technician: _____
Date: _____

Item#: AUD4927ENG

-OR-

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

Code de SAGA: _____
Technicien: _____
Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section D.**

Section D - Parts Return/Disposal

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