

Safety Recall

Code: 97EU



Subject Rear Light Wiring Harness Scuff Protection

Release Date January 08, 2021

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	A5	4,307
USA	2021	2021	RS5	59
USA	2020	2021	S5	1,060
CAN	2020	2021	A5	819
CAN	2020	2021	S5	590

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

Scuff protection for the rear lights wiring harness in the area of the spare wheel well was not installed during production as required. In case of a rear crash according to FMVSS/CMVSS 301 at 80 km/h (50 mph) it may be possible that the affected wiring is damaged and power supply of the vehicle may become compromised. While there is no noncompliance with FMVSS/CMVSS 301, this could result in it not being possible to open the vehicle doors from the outside or the hazard warning lights may not function. This may lead to an increased risk of injury to vehicle occupants in case of such a rear crash if the wiring becomes damaged.

Corrective Action

Install scuff protection tape to the trunk wiring harness.

Code Visibility

On or about December 09, 2020 the campaign code was applied to affected vehicles.

Owner Notification

Owner notification will take place in January 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: VIN to Order	<p>If parts are needed to support a vehicle repair:</p> <p><u>For Tape:</u></p> <ul style="list-style-type: none"> Contact the Parts Specialists via e-mail (VWoAPartsSpecialists@vw.com) with the VIN to order <p><u>All other parts (tie wrap and grommet:</u></p> <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
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Initial Allocation: YES	<p>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.</p>
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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
L1	~ 2 meters	N -107-290-04	ADHES.TAPE (15m roll) (approx. 7 repairs per roll)	e-mail (VWoAPartsSpecialists@vw.com)
	~ 2 meters	N -107-515-03	ADHES.TAPE (15m roll) (approx. 7 repairs per roll)	e-mail (VWoAPartsSpecialists@vw.com)
	~ 20cm	N -105-919-02	TAPE (50m roll) (shop-supply) (approx. 250 repairs per roll)	e-mail (VWoAPartsSpecialists@vw.com)
	4	N -909-377-01	TIE WRAP	VIN to Order
	2	5G0-886-373	GROMMET	VIN to Order

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.

Service Number	97EU		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark GROMMET* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	L1		
	LABOR		
	Labor Op	Time Units	Description
	9709 49 99	150	Apply tape to trunk wiring harness
	PARTS		
	Quantity	Part Number	Description
	2.00	5G0886373	GROMMET*
	0.13	N 10729004	ADHES.TAPE
	0.13	N 10751503	ADHES.TAPE
	4.00	N 90937701	TIE WRAP

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: 20V737

Subject: Safety Recall 97EU - Rear Light Wiring Harness Scuff Protection

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 2020-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Scuff protection for the rear lights wiring harness in the area of the spare wheel well was not installed during production as required. In case of a rear crash, it may be possible for the affected wiring to be damaged and power supply of the vehicle may become compromised. This could result in it not being possible to open the vehicle doors from the outside, or the hazard warning lights may not function. This may lead to an increased risk of injury to vehicle occupants in case of a rear crash.

What will we do? To correct this defect, your authorized Audi dealer will install scuff protection tape to the trunk wiring harness. This work will take around two hours 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: 2020-575

Subject: Safety Recall 97EU - Rear Light Wiring Harness Scuff Protection

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? Scuff protection for the rear lights wiring harness in the area of the spare wheel well was not installed during production as required. In case of a rear crash (according to Canada Motor Vehicle Safety Standard (CMVSS) No. 301 *Fuel System Integrity* at 80 km/h) it may be possible that the affected wiring is damaged and power supply of the vehicle may become compromised. While there is no noncompliance with CMVSS 301, this could result in it not being possible to open the vehicle doors from the outside, or the hazard warning lights may not function. This may lead to an increased risk of injury to vehicle occupants in case of a rear crash if the wiring becomes damaged.

What will we do? To correct this defect, your authorized Audi dealer will install scuff protection tape to the trunk wiring harness. This work will take around two hours 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.

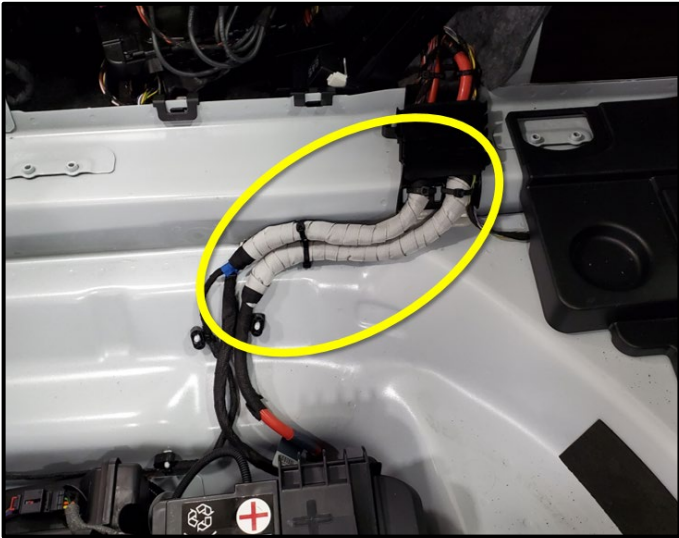
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

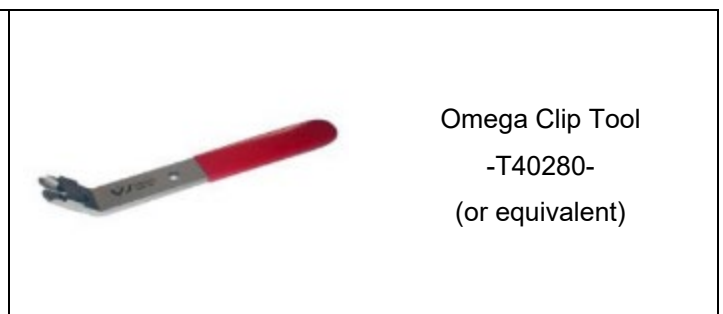
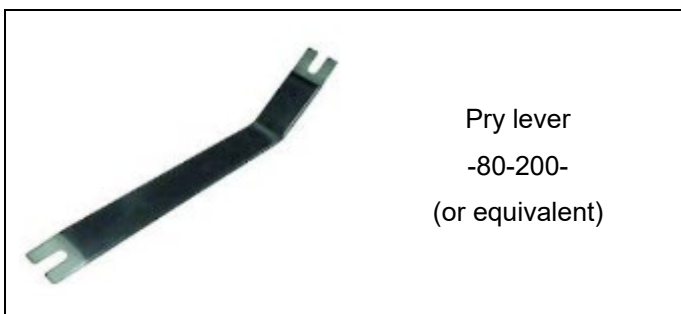


- Install protective tape on trunk wiring harness.

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



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.

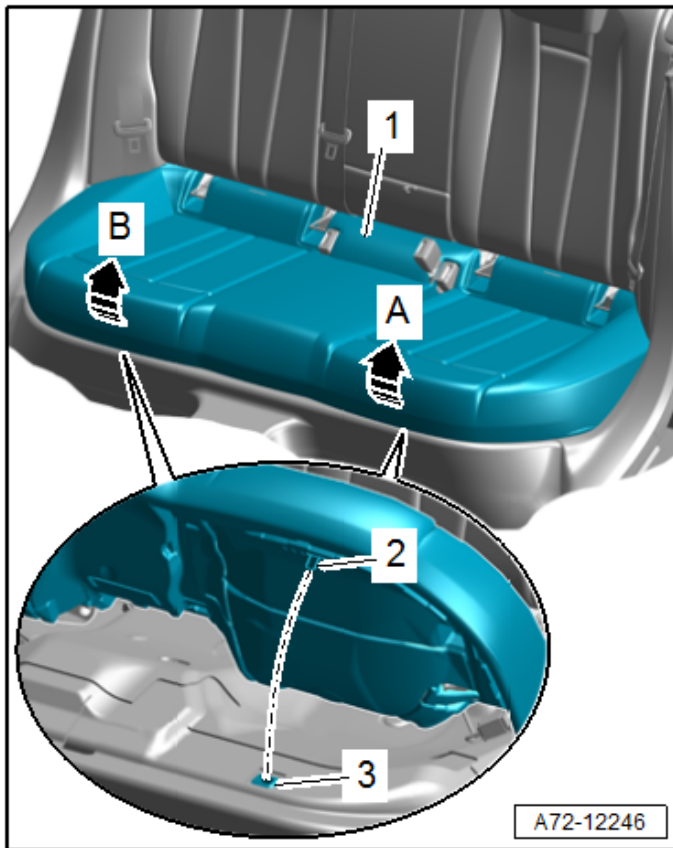
CRITICAL REPAIR STEP

 **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.

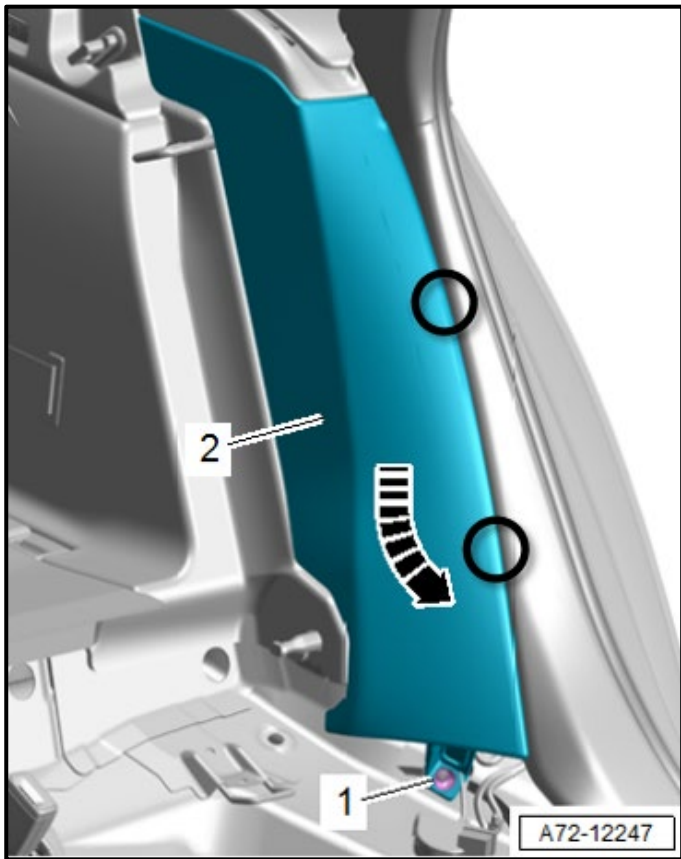
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Repair Procedure



Remove bench seat:

- Remove lower child seat anchor guides:
 - See ELSA Repair Manual: *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Child Seat Anchors > Child Seat Anchors*
- Grab the bench seat <1> under the seat frame <2> using both hands on one side.
- Using both hands on one side, forcefully pull the bench seat upward <arrow A> to release the seat frame from the front mount <3>.
- Repeat the procedure on the other side of the bench seat <arrow B>.
- Push the bench seat on the side toward the rear to release the seat frame from the mount.
- Equipped on some models: disconnect the seat heating connectors.
- Remove the bench seat.

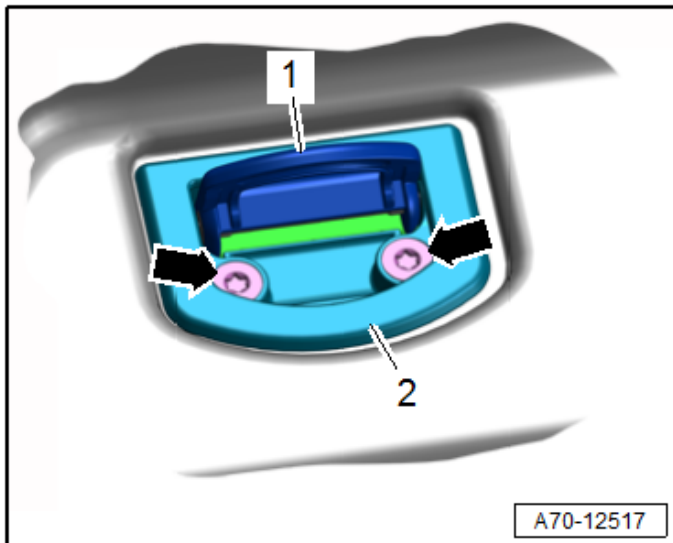


Remove side cushion on the left side:

- Remove the nut <1>.
- Hold the seat belt webbing to the side and remove the side cushion <2> from the threaded pins.
- Fold the rear seat backrest forward.
- Disengage hooks located at <circles> from the upper sill trim.
- Pull the side cushion downward <arrow>, tilt slightly forward and disengage from the mount.

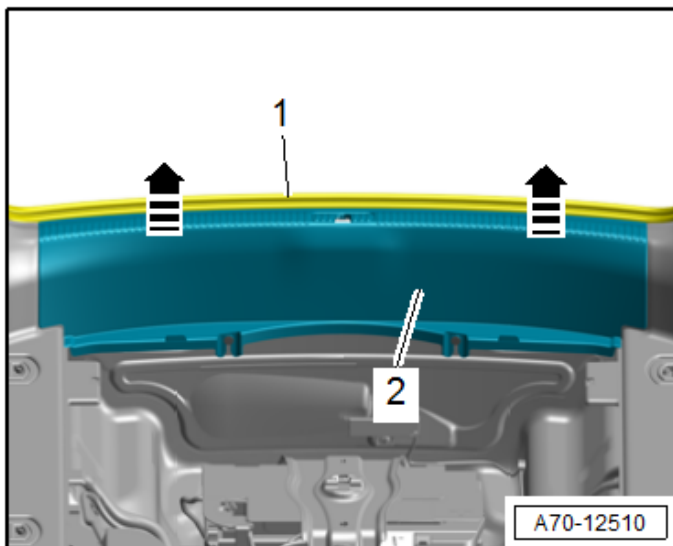
NOTE

If equipped with a rear thorax airbag, leave the connector connected and carefully set the side cushion aside.



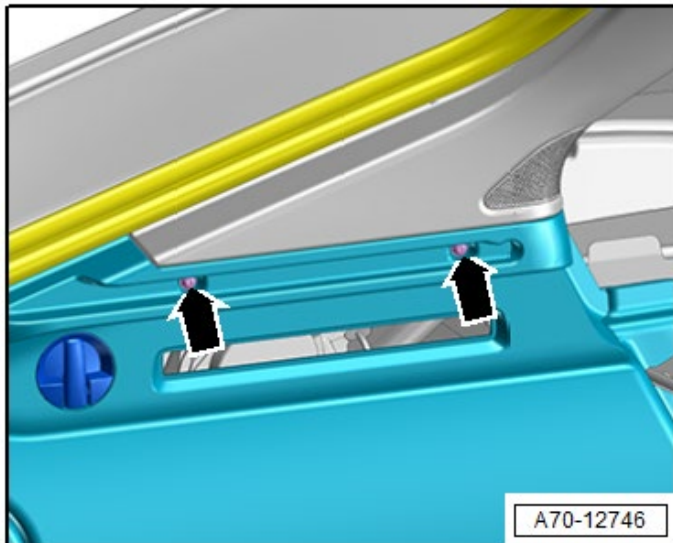
Remove tie downs on the left side:

- Fold up the bracket <1> all the way.
- Remove the bolts <arrows> and remove the tie down <2>.



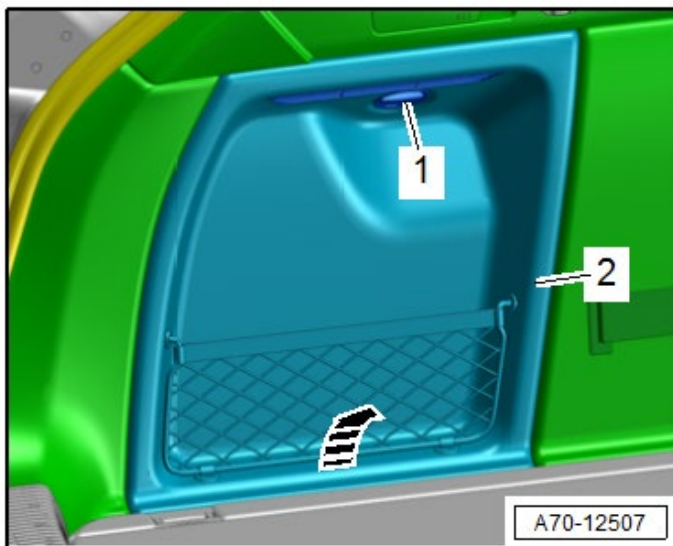
Remove lock carrier trim panel:

- Remove luggage compartment floor.
- Free up the lock carrier trim panel near the rear lid seal <1>.
- Grip the trim panel <2> by hand and carefully pull vertically upward using a jerking motion <arrows>.

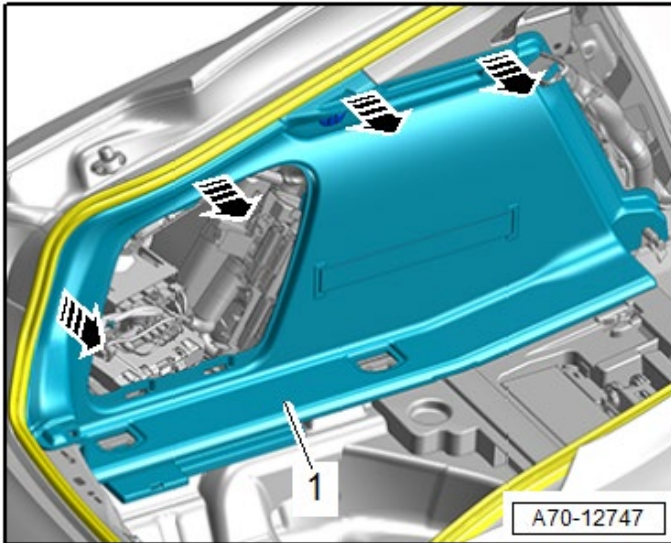


Remove luggage compartment side trim on the left side:

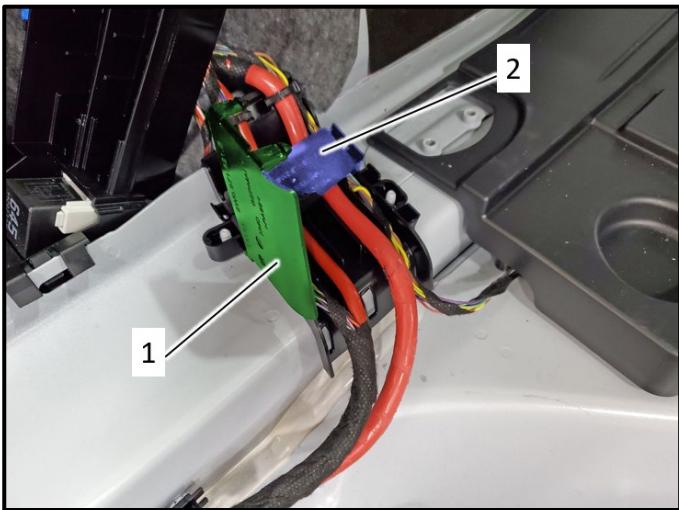
- Remove spare tire.
- Remove bolts <arrows>.



- Unlock service cover lock <1>.
- Remove service cover <2> in direction of <arrow>.

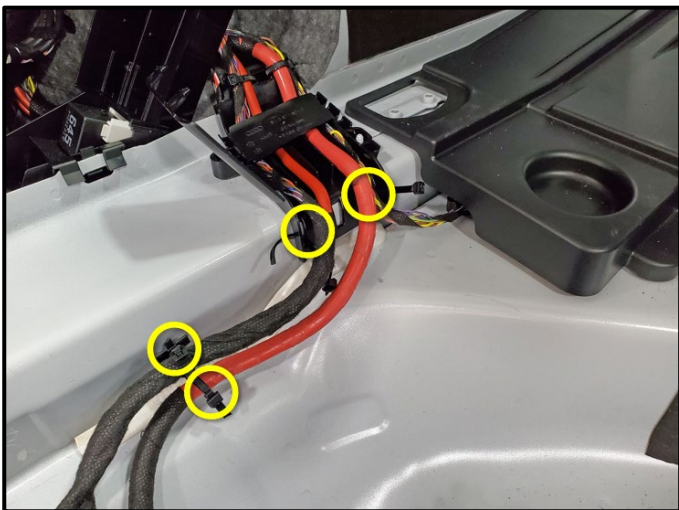


- Free up the luggage compartment side trim panel in the area of the rear lid seal.
- Unclip the luggage compartment side trim panel <1> from the body and the trim panels <arrows>.
- Disengage the luggage compartment side trim panel from the rear seat backrest catch.
- Disconnect the luggage compartment lamp connector(s).



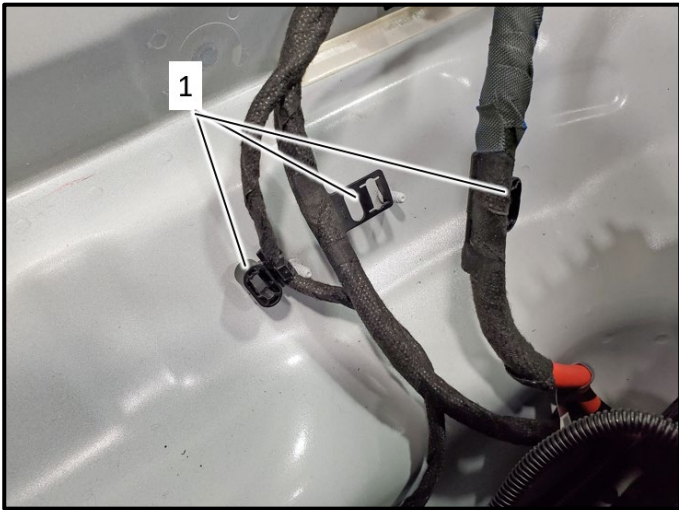
Unclip cable guides:

- Unclip cables guides <1> and <2>.

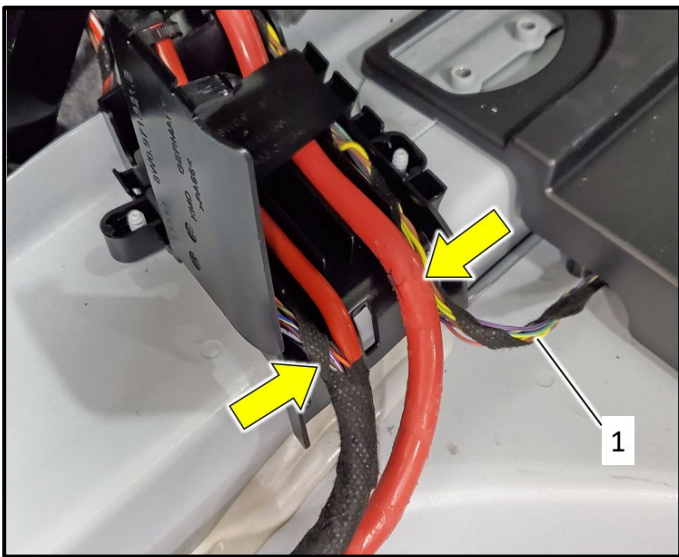


Free up wiring harness:

- Carefully cut cable ties <circles>.
- Remove cable ties from retainers.



- Carefully pry wiring harness retainers <1> off retaining pins.



Apply first layer of tape:

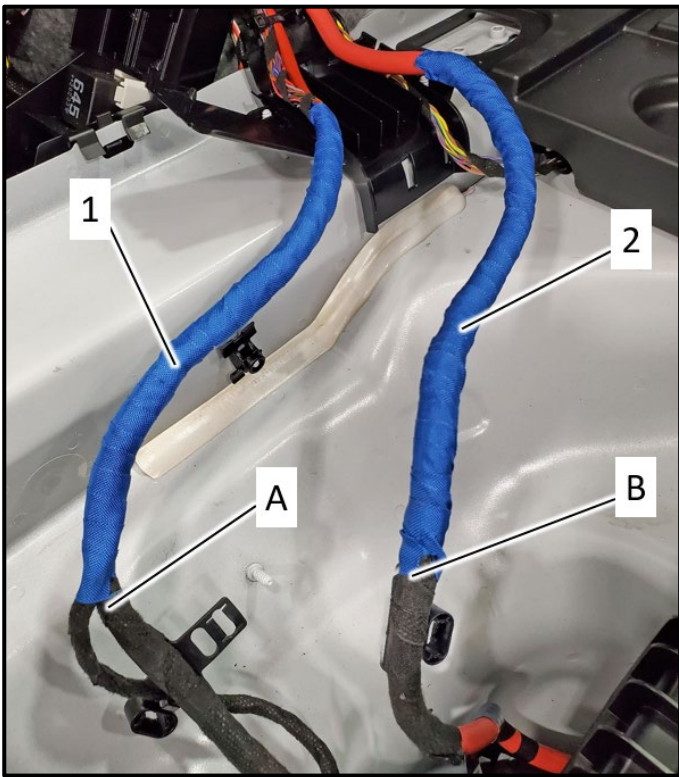
Part Number	Part Description
N -107-290-04	Thin blue tape

- Start the first layer of tape in the approximate location of <arrows>.

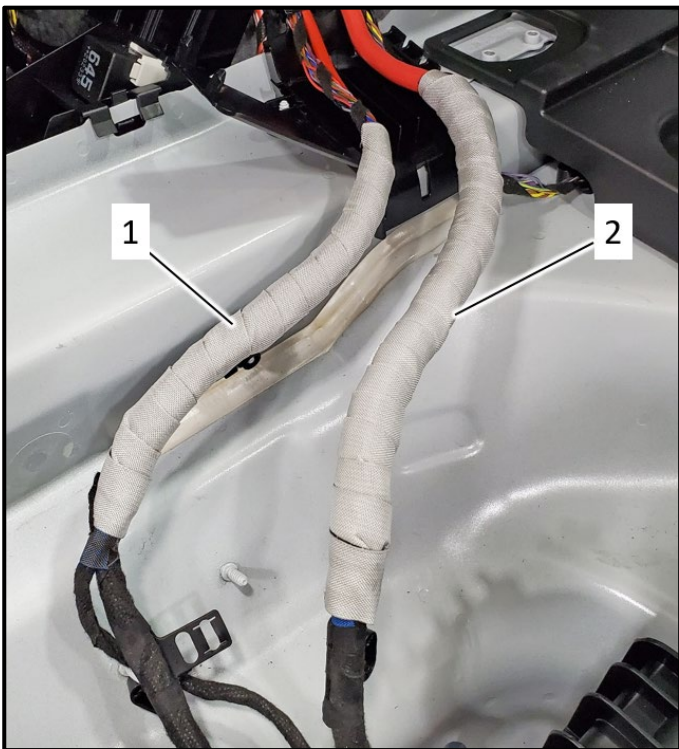
NOTE

Wiring harness <1> does NOT get wrapped with tape.

- The tape must be applied with an approximate 30% overlap.



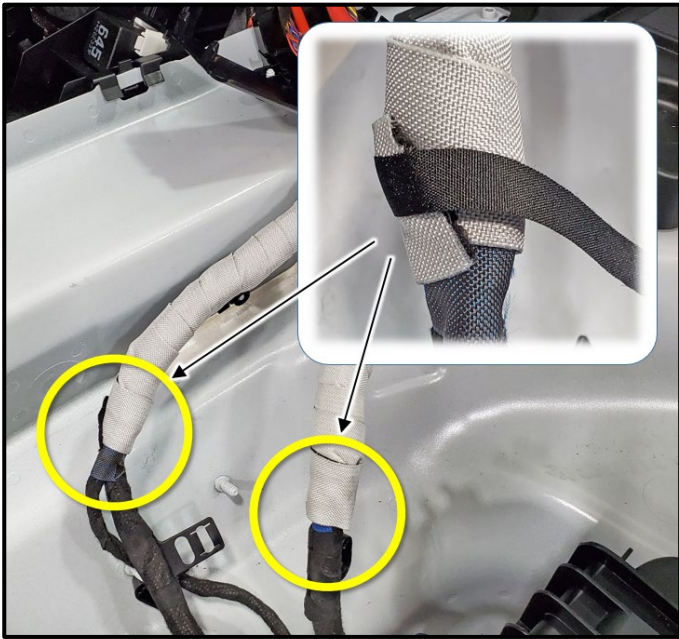
- Wrap each wiring harness section as shown, maintaining a 30% overlap for the length of the wrap.
- Wrap section <1> to where the harness splits at location <A>.
- Wrap section <2> to where the retainer is taped into the harness at location .
- Approximately one meter of tape will be used per section.



Apply second layer of tape:

Part Number	Part Description
N -107-515-03	Thick grey tape

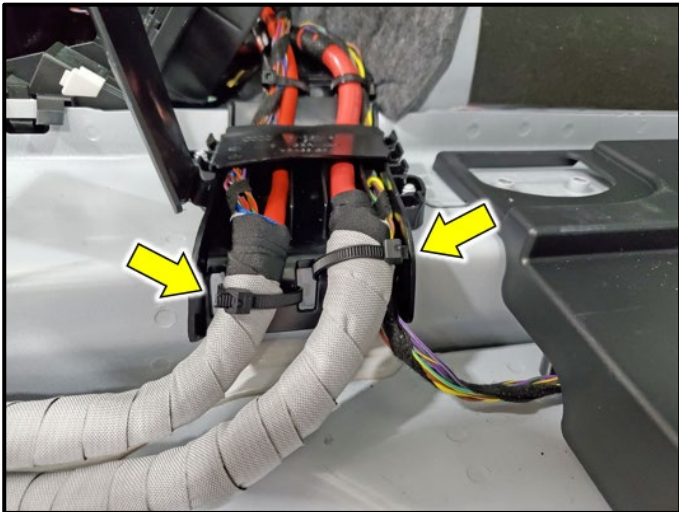
- Apply the next layer of grey tape directly over the first layer of tape on sections <1> and <2>.
- Maintain a 30% overlap for the length of the wrap.
- Wrap the tape up to the same spot as the first layer of tape.
- Approximately one meter of tape will be used per section.



Apply end tape:

Part Number	Part Description
N -105-919-02	End tape (shop supply)

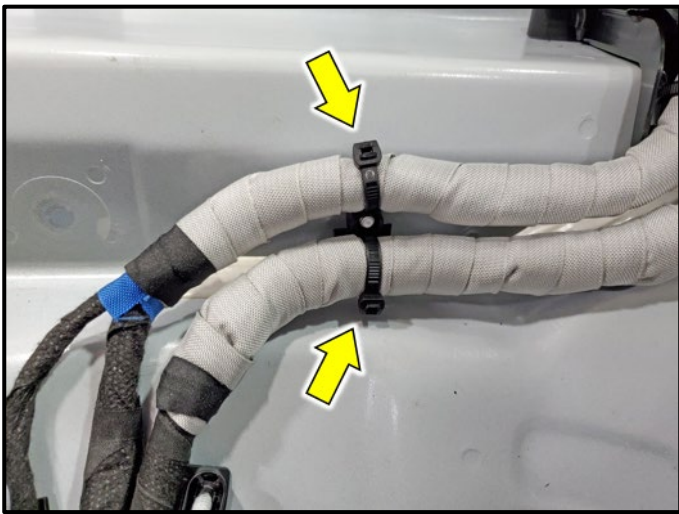
- Cut two **10 cm** sections of tape.
- Securely wrap the end of each wiring harness section with one **10 cm** section of tape.



Secure cables and install cable ties:

Part Number	Part Description
N -909-377-01	Cable tie (x4)

- Secure wiring harness retainers in the reverse order of removal.
- When installing cable ties, the smooth side of the cable tie must face the harness. The ribbed side of the cable tie will be visible once the cable tie is secured around the harness.
- Secure both wiring harness sections with cable ties <arrows> and cut off excess.
- Reinstall cable guide covers in the reverse order of removal.



Reassemble vehicle in the reverse order of removal:

- Remove trim clips remaining in the body using -T40280-.
- Ensure all electrical connectors are reconnected.
- Torque luggage compartment side trim screws to 1.5 Nm.
- Torque tie down bolts to 9 Nm.
- Torque side cushion nut to 9 Nm.
- Replace seat grommets before installing seat bench.

Part Number	Part Description
5G0-886-373	Seat grommet (x2)

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.