

# Compliance Recall

## Code: 69BV



<b>Subject</b>	<b>Airbag Control Module Programming</b>																			
<b>Release Date</b>	February 25, 2021																			
<b>Affected Vehicles</b>	<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>2020</td> <td>2021</td> <td>Q7</td> <td>26,967</td> </tr> <tr> <td>CAN</td> <td>2020</td> <td>2021</td> <td>Q7</td> <td>2,314</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2020	2021	Q7	26,967	CAN	2020	2021	Q7	2,314
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<b>Problem Description</b>	<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 &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul> <p>Investigations have found that the second stage of the dual-stage airbag may be activated too soon after stage 1 in certain cases in a very specific, low speed front crash scenario (26 km/h, full frontal). This scenario was not properly accounted for in the airbag inflation parameters of the airbag control module.</p> <p>Audi has decided that the affected vehicles may not fully comply with a section of FMVSS 208/CMVSS 208, Occupant crash protection. During conformity-of-production testing using unbelted, out of position 6-year-old test dummies in the front passenger seating position, the dummy instrumentation recorded a "Normalized neck injury criteria" (Nij) of 1,01 in position 2 (dummy's chest on the instrument panel) which slightly exceeds the permitted value of 1,00.</p> <p>Although it is unsafe and strongly inadvisable for a child occupant to ride unsecured in the front passenger seat, a child in that position at the time of a crash necessitating airbag deployment may be subject to an increased risk of injury.</p>																			
<b>Corrective Action</b>	Update parameters of the airbag control module.																			
<b>Code Visibility</b>	On or about February 25, 2021, the campaign code will be applied to affected vehicles.																			
<b>Owner Notification</b>	Owner notification will take place in March 2021. Owner letter examples are included in this bulletin for your reference.																			
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><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.</b></p> <p><b><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.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>																			

## 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>	69BV		
<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>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	2706 89 50	10	Connect battery charger
	6953 25 99	Time stated on diagnostic protocol	Update airbag control module and, if necessary, perform update related test plans

## 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: 21V078

**Subject: Compliance Recall 69BV - Airbag Control Module Programming**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2021-2021 model year Audi Q7 vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208, *Occupant Crash Protection*. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?**

Investigations have found that the second stage of the dual-stage airbag may be activated too soon after stage 1 in certain cases in a very specific, low speed front crash scenario (26 km/h, full frontal). This scenario was not properly accounted for in the airbag inflation parameters of the airbag control module.

Audi has decided that the affected vehicles may not fully comply with a section of FMVSS 208, *Occupant Crash Protection*. During conformity-of-production testing using unbelted, out of position 6-year-old test dummies in the front passenger seating position, the dummy instrumentation recorded a "Normalized neck injury criteria" (Nij) of 1,01 in position 2 (dummy's chest on the instrument panel) which slightly exceeds the permitted value of 1,00.

Although it is unsafe and strongly inadvisable for a child occupant to ride unsecured in the front passenger seat, a child in that position at the time of a crash necessitating airbag deployment may be subject to an increased risk of injury.

**What will we do?**

To correct this noncompliance, your authorized Audi dealer will update parameters of the airbag control module. 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

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2021 Audi of America, Inc. and Audi Canada. All Rights Reserved.

## Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

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

**Transport Canada Recall:** 2021-067

**Subject: Compliance Recall 69BV - Airbag Control Module Programming**

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 be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance 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?**

Investigations have found that the second stage of the dual-stage airbag may be activated too soon after stage 1 in certain cases in a very specific, low speed front crash scenario (26 km/h, full frontal). This scenario was not properly accounted for in the airbag inflation parameters of the airbag control module.

Audi has decided that the affected vehicles may not fully comply with a section of CMVSS 208, *Occupant Crash Protection*. During conformity-of-production testing using unbelted, out of position 6-year-old test dummies in the front passenger seating position, the dummy instrumentation recorded a "Normalized neck injury criteria" (Nij) of 1,01 in position 2 (dummy's chest on the instrument panel) which slightly exceeds the permitted value of 1,00.

Although it is unsafe and strongly inadvisable for a child occupant to ride unsecured in the front passenger seat, a child in that position at the time of a crash necessitating airbag deployment may be subject to an increased risk of injury.

**What will we do?**

To correct this noncompliance, your authorized Audi dealer will update parameters of the airbag control module. 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

## Required Tools



Battery Tester/Charger  
- GRX3000VAS-  
(or equivalent)



Diagnostic Tester  
-VAS6150X/VAS6160X-  
(or equivalent)

## Repair Instruction

### Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
<b>3</b> →	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**

#### NOTE

- 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.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.

## Section B – Airbag Control Module Update

### NOTE

**Prior to launching the VAS Diagnostic Tester and starting an update, ensure the following conditions are met;**

- ✓ **The ODIS software is completely up to date.**
  - Refer to the “Alerts” section on ServiceNet home page for the current ODIS version.
- ✓ **The battery charger is connected to the vehicle battery and remains connected for the duration of the software update.**
  - Battery voltage must remain above 12.5 volts for the duration of the software update. Failure to do so may cause the update to fail, which could result in damage to the control module. Control modules damaged by insufficient voltage will not be covered.
- ✓ **The screen saver and power saving settings are off.**
  - Failure to do so may result in the tester entering power save mode during the software update, which could result in damage to the control module.
- ✓ **The VAS Diagnostic Tester is plugged in using the supplied power adapters.**
  - Under no circumstances should the tester be used on battery power alone during the software update. Failure to do so may result in the tester powering off during the update, which could result in damage to the control module.
- ✓ **The VAS Diagnostics Interface MUST ONLY be connected to the tester with a USB cable.**
  - Performing a software update using a Bluetooth or WiFi connection increases the risk of losing connection during the update, which could result in damage to the control module. It also greatly increases the time required to perform the update. Requests for additional time or parts will be denied if the GFF log shows the update was performed using Bluetooth or WiFi.

### NOTE

- All campaign software updates must be completed during a single, standalone ODIS Diagnostic Session. You must fully complete this campaign and send all logs before beginning any other campaigns or operations.
- If there are any ODIS “Hot-Fix” patches installed, they must be removed from the scan tool before beginning this operation. ODIS “Hot-Fix” patches may affect the update process.

 **WARNING**

Radiator Fan(s) may cycle ON high speed during the Update Process! There is a serious risk that personal injury may result if contact is made with spinning fan blades. Keep hands and all objects away from Radiator Fan(s) during Update Process!

 **TIP**

To Update-Programming using SVM, review and follow instructions in Technical Bulletin 2011732: *Software Version Management (SVM) Operating Instructions*.

The SVM Process must be completed in its entirety so the database receives the update confirmation response. A warranty claim may not be reimbursed if there is no confirmation response to support the claim.

- Open the hood.
- Access the battery charging posts.
- Switch the ignition on.
- Apply the parking brake.
- Switch off all consumers (headlights, heated seats, climate control, etc.).
- Connect the VAS6150X/VAS6160X Diagnostic Tester to the vehicle.
- Start the ODIS program.
- Attach the GRX3000VAS Tester/Charger (or equivalent) IN POWER SUPPLY MODE to the vehicle battery charging posts.

 **NOTE**

**Vehicles with Battery Monitoring Control Module -J367- and/or an EFB Battery:**

When connecting the charger to the battery, connect the positive cable to the positive terminal of the battery and connect the negative cable to the grounding lug on the chassis. DO NOT connect the ground cable directly to negative terminal of the battery.

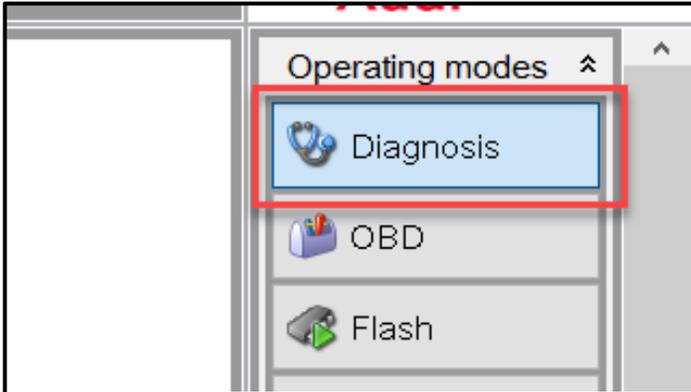
- Turn the hazards on.

 **CAUTION**

The procedure may cancel itself if the hazard warning lights are not switched on. The hazard warning lights prevent the system from switching to bus sleep mode during the update.



- Confirm that scan tool is communicating with the diagnostic head by USB cable.
  - If the Bluetooth or WiFi symbol is shown, then disconnect the diagnostic head from the vehicle and reconnect the USB cable to the diagnostic head and then reattach to the vehicle.

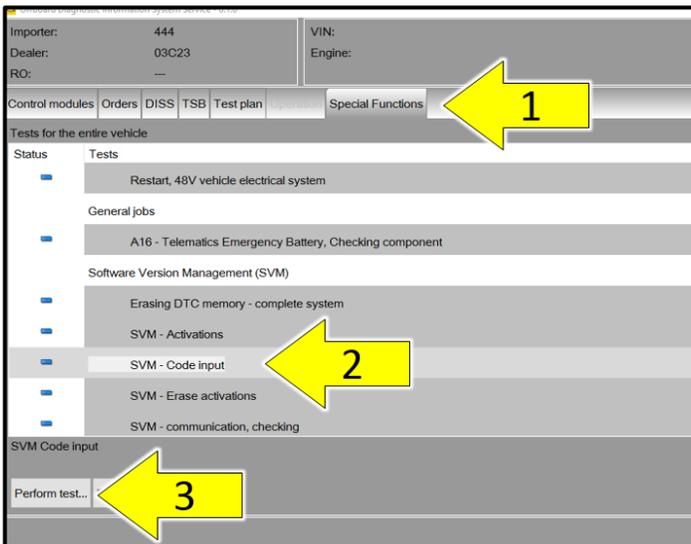


- From the home screen of the scan tool highlight “Diagnosis” and perform a full GFF diagnostic scan.
- Follow the on-screen prompts.

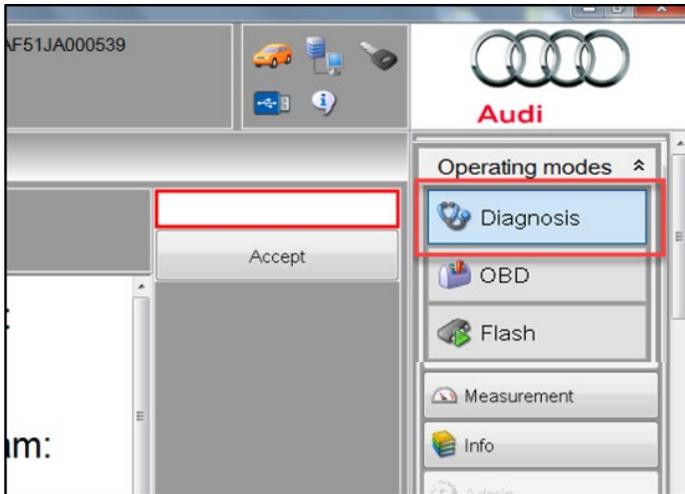
**NOTE**

**STOP STOP**

Operating mode “Diagnosis” must be used. A static fault may set in the airbag control module after the update, which must be cleared by following the GFF test plan that is populated for the fault.



- After the diagnostic scan is complete:
  - Select the “Special Functions” tab <1>.
  - Select “SVM Code Input” <2>.
  - Select “Perform test...” <3>.
- Follow the on screen prompts.



**NOTE**

Using Bluetooth or WiFi for this action is **PROHIBITED!**

Damage caused to electronic components (e.g. ECM, TCM, etc.) during the SVM update process is not covered.

- Enter the corrective action code (SVM code) as listed below.

<b>SVM code</b>
<b>69BVA376</b>

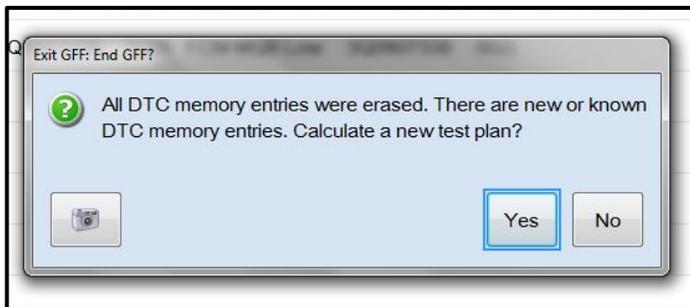
- Select "Accept".
- Follow the on-screen prompts.

**NOTE**

During this action, the SVM operation will update the airbag control module data container.

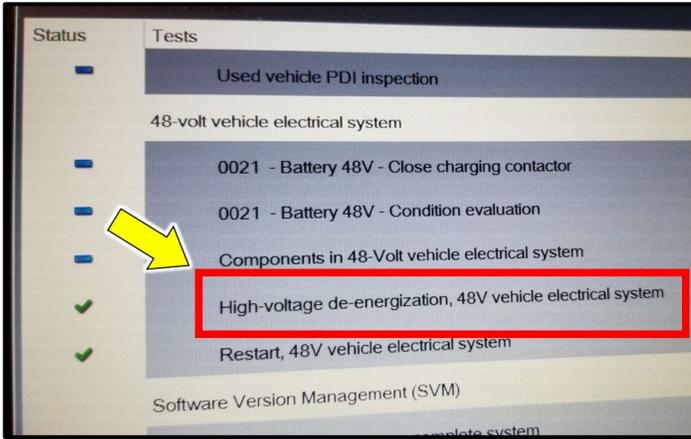
**STOP! STOP!**

- Static fault "*B159B00, Start-up not ended ; static*" may set during the update, which will turn on the airbag light in the instrument cluster.
- When exiting Guided Fault Finding, ODIS will provide a prompt (as shown) if faults are set.
- Select "Yes" and test plans will be automatically populated.



**NOTE**

If fault "*B159B00, Start-up not ended ; static*" did not set, the additional test plan steps are not necessary. GFF can be exited and any update related faults can be cleared. Some faults may need a bus sleep in order to clear.

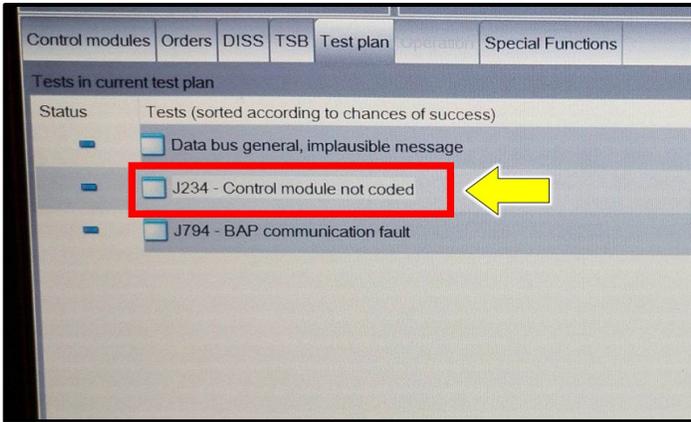


**NOTE**  
 The test plan populated will require the 12V battery to be disconnected.

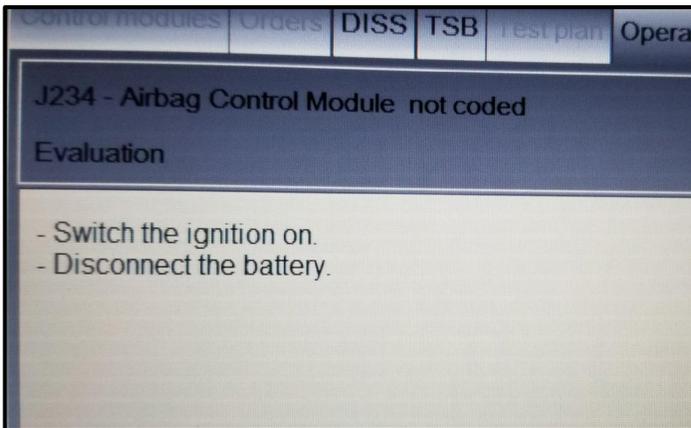
- For vehicles with a 48V battery system, the high-voltage system will need to be de-energized prior to disconnecting the 12V battery.
- The test plan for de-energization <arrow> can be found under the Special Functions tab.

**TIP**  
 Vehicles with a 48V system can be identified by:

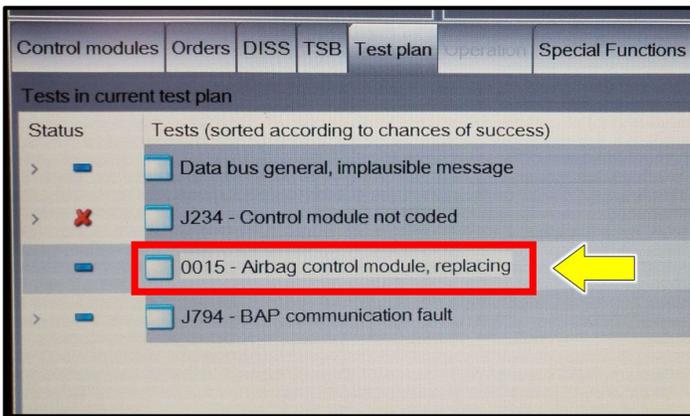
- Equipped with a 3.0L or 4.0L engine.
- Underhood power cables are purple.
- 48V warnings found underhood.
- PR code: VH2 - 48-V electric system.



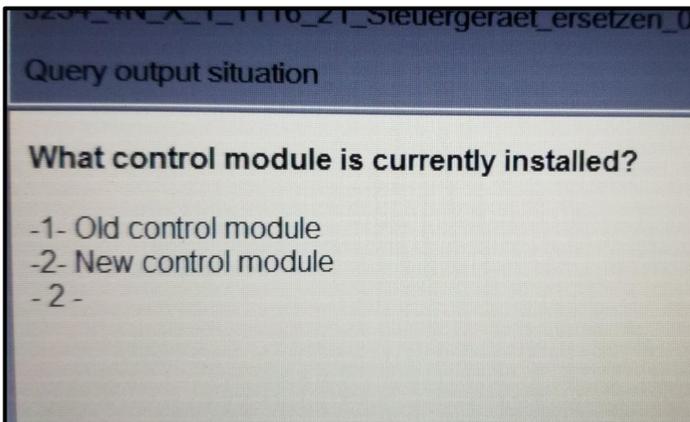
- Perform the test plan "J234 – Control module not coded" <arrow>.
- Follow the on-screen prompts.



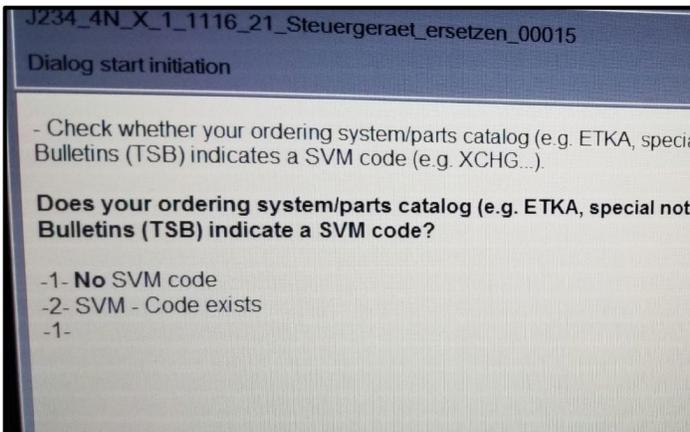
- The test plan requires the 12V battery negative terminal to be disconnected with the ignition switched **ON**.
- After disconnecting the 12V battery negative terminal for a moment, it can be reconnected.
- Torque the battery terminal nut to 6 Nm.



- Upon completion of the test plan “J234 – Control module not coded”, the “Airbag control module, replacing” test plan <arrow> will be populated.
- Start the test plan and follow the on-screen prompts.



- When asked what control module is currently installed, select that a **NEW** control module is currently installed.



- When asked if any TSB's indicate a SVM code, select that there is **NO** SVM code.

- After successful completion of the airbag control module replacement test plan:
  - Perform the 48V re-energization test plan (if equipped with a 48V system).
  - Exit Guided Fault Finding and ensure the diagnostic protocol is sent to GFF Paperless.
- If fault “*B159B00, Start-up not ended ; static*” did not set:
  - Exit Guided Fault Finding and ensure the diagnostic protocol is sent to GFF Paperless.
- **Proceed to Section C.**

 **TIP**

Various event memory entries may be generated after the flashing procedure on some vehicles. Put the vehicle in a corresponding bus sleep mode after performing the update in order to clear the faults.

To put the vehicle in bus sleep mode, disconnect the diagnostic tester, remove the key from the vehicle and lock the vehicle with the remote for 5 minutes.

## Section C – Campaign 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 (item# AUD4927ENG or AUD4927FRE).