

# Safety Recall Code: 70i2

Subject

Passenger Airbag - Score Line

**Release Date** 

March 19, 2021

**Affected Vehicles** 

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	A6 ALLROAD	32
USA	2019	2021	A6 SEDAN	2,394
USA	2019	2021	A7	794
USA	2021	2021	RS6 AVANT	40
USA	2021	2021	RS7	38
USA	2020	2021	S6 SEDAN	44
USA	2020	2021	S7	46
CAN	2020	2021	A6 ALLROAD	4
CAN	2019	2020	A6 SEDAN	141
CAN	2019	2021	A7	158
CAN	2021	2021	RS6 AVANT	9
CAN	2021	2021	RS7	1
CAN	2020	2020	S6 SEDAN	1
CAN	2020	2020	S7	1

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.

- ✓ 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**

The score line for the passenger airbag (the area for the airbag to open through the composite instrument panel cover) may not have been completed according to specification. In a crash with passenger airbag activation, if the score line is not correct it may impact how the airbag opens and inflates, and may also 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, rework the passenger airbag score-line in the instrument panel.

**Code Visibility** 

On or about March 19, 2021, the campaign code will be applied to affected vehicles.

**Owner Notification** 

Owner notification will take place in March 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

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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.

<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.

Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.

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# **Parts Information**

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

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

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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	4	N -910-935-02	Bolt	UOL

# ① 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.

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### **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 <u>open on the day of repair</u> to the repair order. If customer refused campaign work:

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

Service Number	70i2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10		
	Unsold vehicle:	7 90	
Causal Indicator	Mark HEX SOCKET HEAD LOCATING BOLT* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Remove glove compartment and passenger airbag. Inspect instrument panel netting, NO repair is necessary		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	75	Check instrument panel, NO repair is necessary
	2706 89 50	10	Connect battery charger (only if airbag MIL illuminates after repair)
	0150 00 00	Time stated on diagnostic protocol	Clear repair related faults (only if airbag MIL illuminates after repair)
	PARTS		
	Quantity	Part Number	Description
	4.00	N 91093502	HEX SOCKET HEAD LOCATING BOLT*

#### Continued on next page

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Remove glove compartment and passenger airbag. Inspect instrument panel netting, repair is necessary		
LABOR		
Labor Op	Time Units	Description
7018 41 99	75	Check and repair instrument panel
2706 89 50	10	Connect battery charger (only if airbag MIL illuminates after repair)
0150 00 00	Time stated on diagnostic protocol	Clear repair related faults (only if airbag MIL illuminates after repair)
PARTS		
Quantity	Part Number	Description
4.00	N 91093502	HEX SOCKET HEAD LOCATING BOLT*

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### 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: 21V159

Subject: Safety Recall 70i2 - Passenger Airbag - Score Line

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 2019-2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

The score line for the passenger airbag (the area for the airbag to open through the composite instrument panel cover) may not have been completed according to specification. In a crash with passenger airbag activation, if the score line is not correct it may impact how the airbag opens and inflates, and may also 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, rework the passenger airbag score-line in the instrument panel. 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 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.

for open Recalls and **Service Campaigns** 

Checking your vehicle 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

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#### **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: 2021-132

Subject: Safety Recall 70i2 - Passenger Airbag - Score Line

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?

The score line for the passenger airbag (the area for the airbag to open through the composite instrument panel cover) may not have been completed according to specification. In a crash with passenger airbag activation, if the score line is not correct it may impact how the airbag opens and inflates, and may also 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, rework the passenger airbag score-line in the instrument panel. 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.

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**



- · Remove passenger frontal airbag.
- Check netting in instrument panel and repair netting, if necessary.

# U 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.

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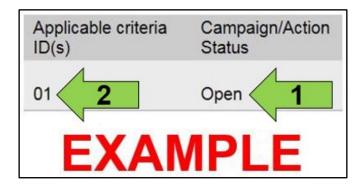
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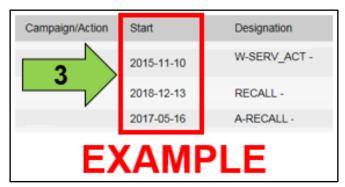
# **Required Tools**



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## Section A - Check for Previous Repair





• Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

# i 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.



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.

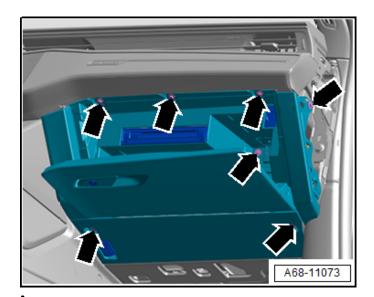
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### Section B - Repair Procedure

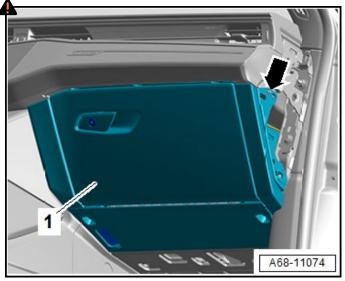
# **A** WARNING

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



#### Remove glove compartment:

- Remove front passenger side instrument panel side cover.
- Open the glove compartment lid.
- Remove the bolts <arrows>.

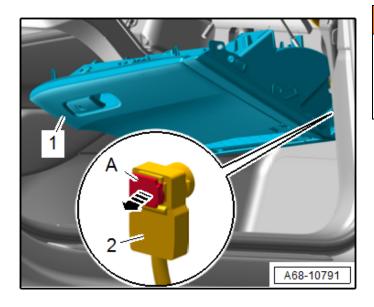


- Disengage the glove compartment <1> at the side from the pin <arrow>.
- Remove the glove compartment carefully until the connector for the knee airbag can be accessed.
- Release, disconnect and remove the connector for the glove compartment (if necessary).



There may be enough slack in the wiring harness for the glove compartment to allow it to rest on the passenger floor. If this is done, be sure to protect the glove compartment from damage.

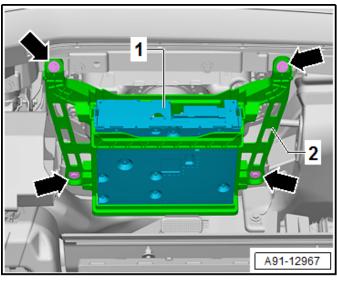
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## **A** WARNING

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.

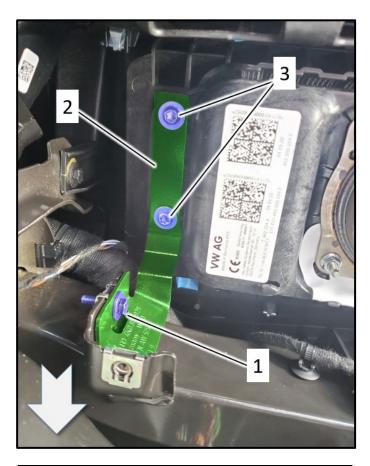
- Carefully remove the glove compartment <1>, until the connector <2> can be disconnected.
- Open the connector lock <A> with a small screwdriver in direction of <arrow> and disconnect the connector.



# Remove the mount for the Information Electronics Control Module 1 -J794-:

- Remove the bolts <arrows> on the bracket
   <2>.
- Pivot the bracket <2> downward.
- Leave the connectors connected.

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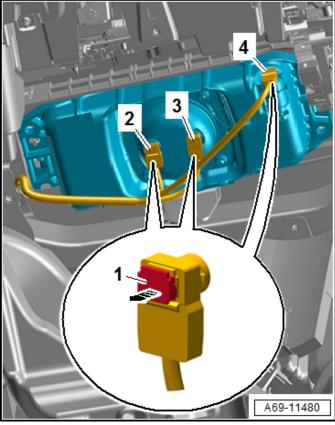


#### Remove bracket (if equipped):

- Remove bolt <1>.
- Bracket <2> can be removed once the airbag bolts <3> are removed.



Arrow denotes direction of vehicle travel.

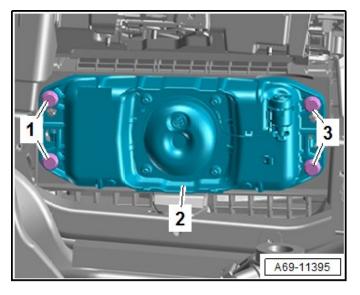


#### Remove the passenger frontal airbag:

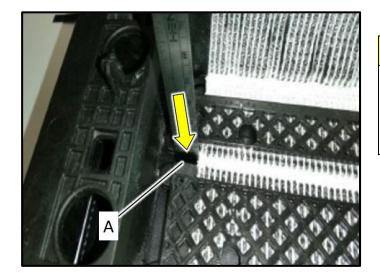
- Release the connector lock <1> with a small flat-head screwdriver in direction of <arrow>.
- Disconnect the connectors <2, 3 and 4> from the Front Passenger Airbag Release Valve Igniter -N491- and Front Passenger Airbag Igniter 1 -N131- and if equipped, from the Front Passenger Airbag Igniter 2 -N132-.

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# **A** 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.

- Secure the airbag from falling.
- Remove the bolts <1 and 3>.
- Remove the airbag <2> downward.

# **WARNING**

Lay the airbag so that the collision cushion faces upward.

## Check airbag flap netting in instrument panel:

The netting in area <1> will be reworked.

• Use the rounded end of the metal ruler.

# **A** CAUTION

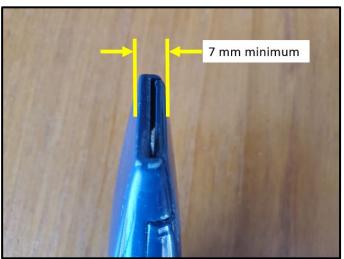
#### Risk of damage to the instrument panel

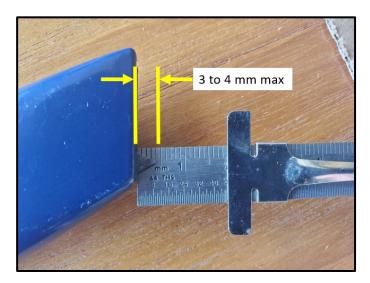
If a ruler without a rounded edge is used, the instrument panel may be damaged. Damage to the instrument panel will not be covered under this action.

Insert the rounded end of the ruler into opening
 A> on the left side of the netting.

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- Slide the ruler through the netting from left to right.
- If the ruler can be easily moved all the way in one fluid movement from left to right through the netting:
  - No further cutting is required.
  - Reinstall passenger frontal airbag as described in these instructions.
- If the ruler cannot be moved easily all the way in one fluid movement from left to right through the netting:
  - The netting must be cut.
- Proceed to the next step.

#### Prepare retractable utility razor knife:



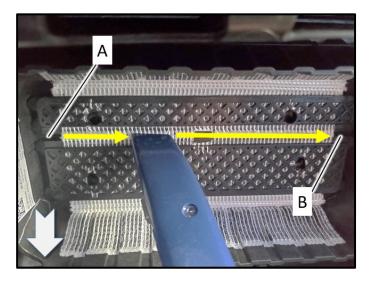
#### Risk of damage to the instrument panel

Failure to follow these directions could result in damage to the instrument panel. Damage to the instrument panel will not be covered under this action.

- The minimum width of the body of the knife that will contact the instrument panel is 7 mm.
- If the width is too narrow, the knife or blade could penetrate between the airbag flaps and cut too deep.
- Adjust the cutting depth to a maximum cutting depth of 3 – 4 mm.

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#### Cut the netting:

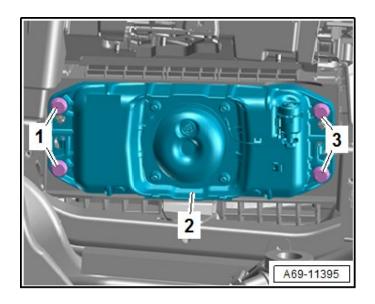
- Starting from the left opening <A>, cut through the netting from left to right all the way to opening <B> on the right.
- Remove all loose lint residue.

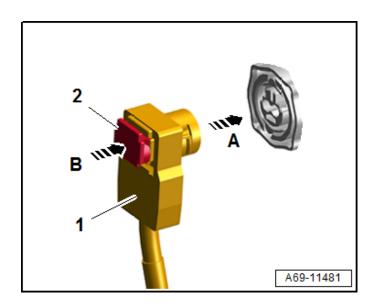


# Repeat the steps for checking with the round end of the ruler:

- Slide the ruler through the netting from left to right.
- If the ruler can be easily moved all the way in one fluid movement from left to right through the netting:
  - o No further cutting is required.
  - Reinstall passenger frontal airbag as described in these instructions.
- If the ruler cannot be moved easily all the way in one fluid movement from left to right through the netting:
  - The cutting procedure must be repeated.

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#### Reinstall passenger frontal airbag:

### **A** 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.

- Installation is the reverse order of removal.
- Clean the bolts and the threads in the instrument panel for bolts <1 and 3> with a 6 x 1.0 mm thread cleaner or tap.
- Install glove box bracket, but do not fully tighten the bolt for the bracket.
- Install new bolts <1 and 3> and torque to 8 Nm.

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

- Connect the connector <1> to the airbag igniters.
- Press in the connector lock <2> in direction of <arrow B>. While doing this, the connector is pushed into the airbag igniter all the way and locks into place.
- Make sure the wires are not pinched.

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# Reassemble vehicle in the reverse order of removal:

- Torque bracket for glove compartment to 3 Nm
- Torque the mounting bolts for the Information Electronics Control Module 1 -J794- to 3 Nm.
- Ensure knee airbag connector is installed and locked.
- Torque glove compartment bolts to 3 Nm.



# Risk of airbag deployment. There is a risk of injury.

Switching on the ignition (key/button) after assembly may only be done when the driver seat is positioned all the way back.

**Proceed to Section C** 

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#### 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-

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.

# Appendix A - Warning and Safety Precautions

# **A** WARNING

Risk of airbag deployment. There is a risk of injury.

Check if the airbag indicator lamp turns on or blinks.

If the airbag indicator lamp turns on or blinks, the DTC memory must be read.

If »short circuit to positive« is a DTC memory entry, disconnect the battery. Refer to

→ Electrical Equipment; Rep. Gr.27; Battery; Battery, Disconnecting and Connecting.

If there is a DTC memory entry, the Guided Fault Finding instructions on the Vehicle Diagnostic Tester must always be followed.

If the airbag indicator lamp does not turn on or blink, or there is no DTC memory entry with »short circuit to positive«: switch off the ignition, keep the ignition key outside of the vehicle and wait 10 seconds.

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