

# Safety Recall

## Code: 69CJ



**Subject** Driver Front Airbag Inflator

**Document History**

Date	Summary
April 30, 2024	Updated part return/disposal information

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2000	2002	A4	42,683
USA	2000	2002	S4	11,784
USA	2000	2001	TT COUPE	3,167
USA	2000	2001	TT ROADSTER	5,178
CAN	2000	2001	A4	4,339
CAN	2000	2002	S4	844
CAN	2000	2001	TT COUPE	255
CAN	2001	2001	TT ROADSTER	304

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**

Exposure to moisture over time could cause the driver front airbag to not inflate properly in a crash, increasing the risk of injury.

**Corrective Action**

Replace driver front airbag inflator.

**Code Visibility**

On or about October 26, 2021, the campaign code will be applied to affected vehicles.

**Owner Notification**

Owner notification will take place in November 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:**  
**Upper Order Limit**

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

**Initial Allocation:**  
**NO**

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

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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
8D or 8N	1	8D0-898-201-A	KIT	UOL

### 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.

<b>Service Number</b>	69CJ		
<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>	8N or 8D		
	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator NOT installed. No further work required.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	40	Inspect airbag inflator, no further work required
<b>OR</b>	Remove driver airbag. Inspect airbag inflator manufacturer. Takata inflator is installed. Replace driver airbag inflator.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6958 55 99	70	Replace driver airbag inflator
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8D0898201A	KIT

## 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:** 21V470

**Subject: Safety Recall 69CJ – Driver Front Airbag Inflator**

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 2000-2002 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Exposure to moisture over time could cause the driver front airbag to not inflate properly in a crash, increasing the risk of injury.

**What will we do?** To correct this defect, your authorized Audi dealer will replace the driver front airbag inflator. 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

## 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:** 2021-391

**Subject: Safety Recall 69CJ – Driver Front Airbag Inflator**

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?** Exposure to moisture over time could cause the driver front airbag to not inflate properly in a crash, increasing the risk of injury.

**What will we do?** To correct this defect, your authorized Audi dealer will replace the driver front airbag inflator. 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.

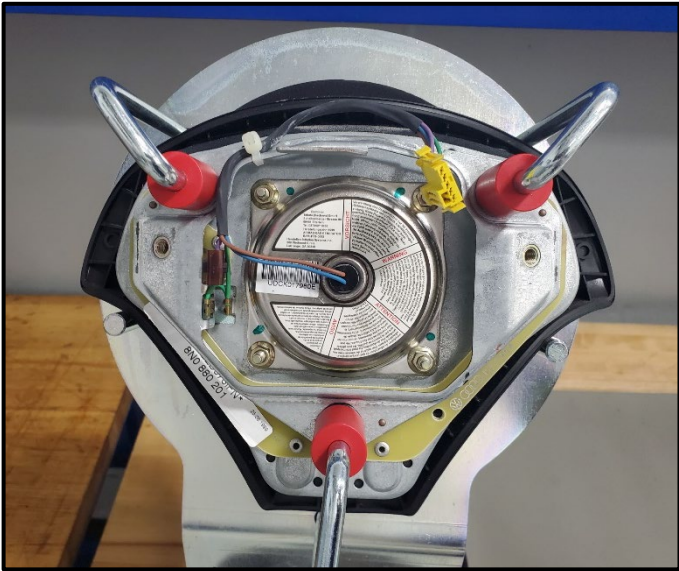
**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

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

## Repair Overview



- Inspect driver airbag inflator and replace if necessary.

### 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 Safety Equipment



Ear Protection  
(locally sourced)



Face Shield  
(locally sourced)

## Required Tools



ESD Work Surface  
-VAS6613-



Support  
-T40443-  
(for 3-spoke steering wheels)  
*Note: This tool was auto-shipped to support safety recall 69BT*

## Required Work Environment

### WARNING

#### **Risk of injury.**

It is critical that a clean, uncongested work environment is utilized during the inflator replacement procedure. Extra tools, debris, etc... in the blast area of an airbag impose a danger in the event an airbag were to deploy. Ensure there are no loose components in the blast area of the airbag.



- Workbench that will support a vice.
- Work surface free of unnecessary tools, equipment and debris.

## 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 – Removal of Driver Airbag and Inspection of Inflator Manufacturer

### **⚠ WARNING**

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

#### Verify operation of horn and steering wheel buttons:

- Check and document the function of the horn and all steering wheel buttons.

#### **! NOTE**

Diagnosis and repair of an inoperable horn or steering wheel buttons, before or after inflator replacement, will not be covered under this campaign.

#### Disconnect battery:

### **⚠ WARNING**

Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

#### **! NOTE**

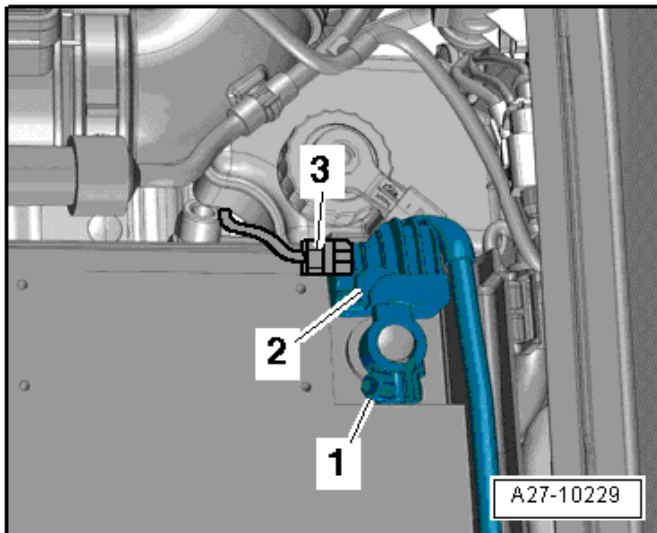
Before disconnecting the battery, it is recommended to record the customer’s radio presets so they can be restored before returning vehicle to the customer.

- Turn **ON** the ignition.
- Access the battery.
- Move the driver seat to the most rearward position.
- Fully recline driver seat.

### **⚠ CAUTION**

Reclining the driver seat before disconnecting the battery allows for additional safety in the event Terminal 15 power is not restored when reconnecting the battery at the end of the repair.

- Make sure the ignition is turned **ON**.
- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal <2> from the battery terminal.

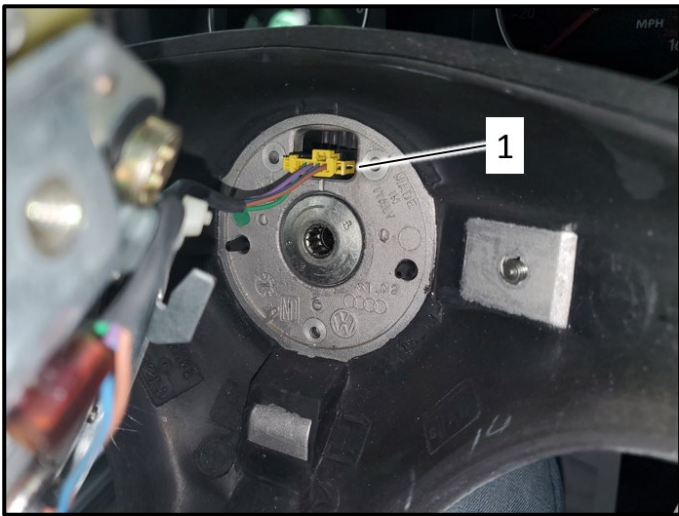




### Remove driver airbag:

- With the front wheels straight, turn the steering wheel 90°, as shown.
- Loosen bolt <arrow>.
- Turn the steering wheel 180° in the opposite direction and loosen the bolt <arrow>.

### Disconnecting airbag, 3-spoke steering wheel:



#### **⚠ 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.

- Pull the airbag away slightly from the steering wheel.
- Disconnect wiring harness <1> using a pocket screwdriver or pick tool.

#### **⚠ CAUTION**

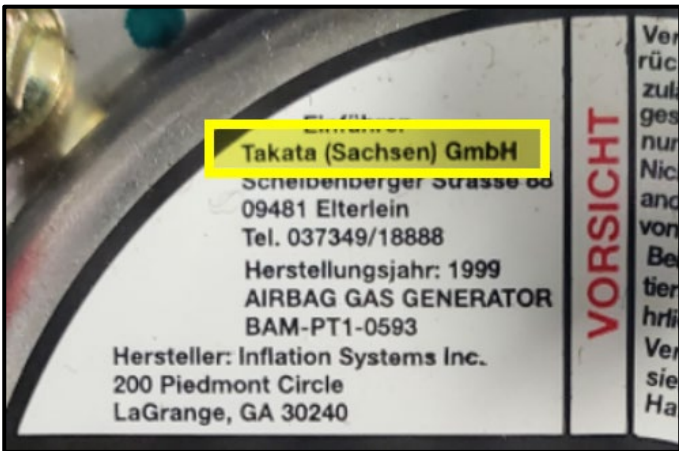
##### **Risk of Consequential Damage**

- Use extreme care when removing the connector <1> so that no damage to the spiral spring occurs.
- Due to the age of the vehicles, replacement parts may not be available!

- Remove the airbag.

#### **⚠ WARNING**

Set the airbag down so the logo on the impact cushion faces upward.

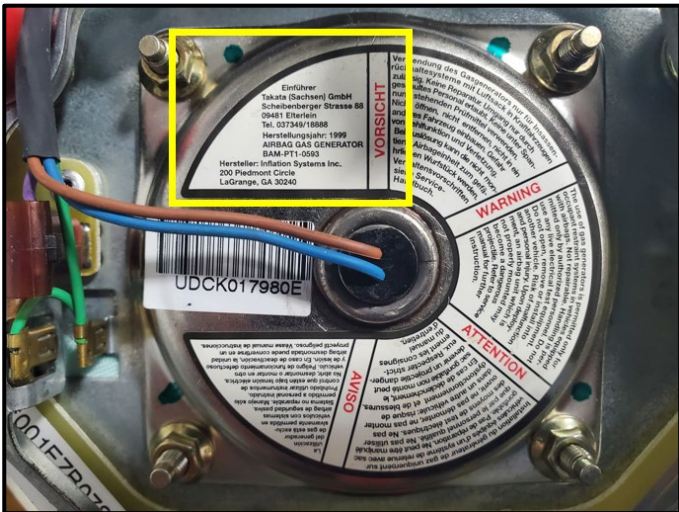


**Inspect the manufacturer of the airbag inflator:**

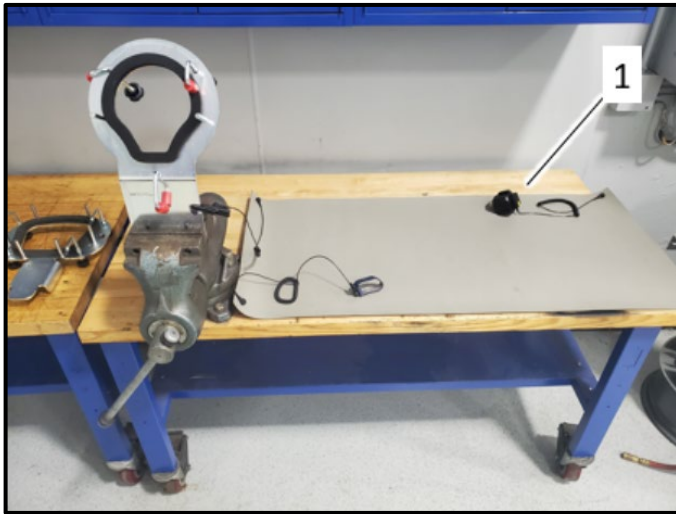
- If the inflator was manufactured by TAKATA:
  - The inflator must be replaced.
  - **Proceed to Section C.**
- If the inflator was not manufactured by TAKATA:
  - Reassemble airbag in the reverse order of removal.
  - Torque airbag securing bolts to 7 Nm.
  - Reconnect battery and torque the nut as follows:

Model	Torque Specification
TT, TT Roadster	6 Nm
A4, S4	8 Nm

- Proceed to Section D.



## Section C – Replace Airbag Inflator, 3-Spoke Steering Wheel

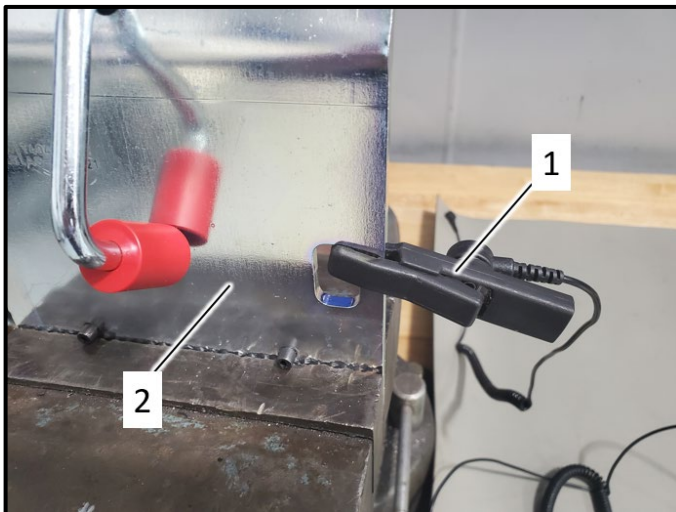


### Set up work station:

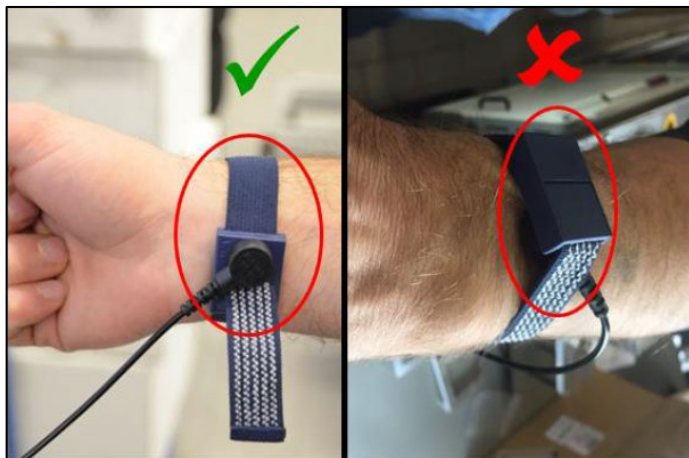
#### NOTE

Prior to beginning work, all parts and tools are to be placed on the ESD table mat.

- Assemble ESD workplace -VAS6613-.
- Plug ESD workplace into a wall socket using plug <1>.



- Clamp Support -T40443- <2> into the vise.
- Connect crocodile clip <1> to airbag support <2> and ESD workplace -VAS6613-.

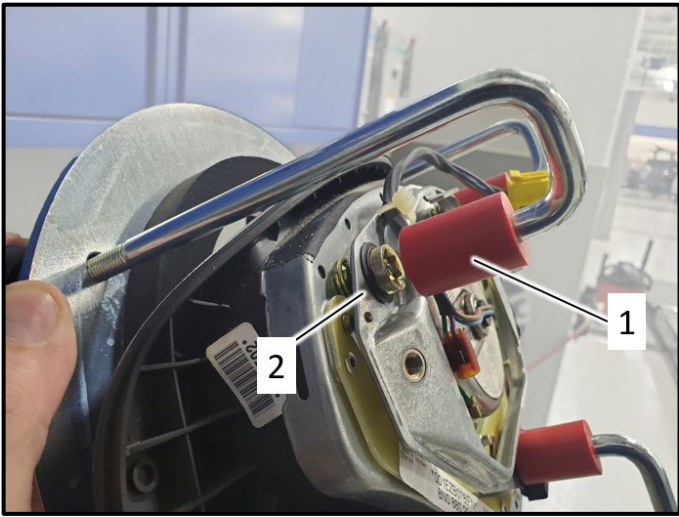


- Put the wrist strap from the ESD workplace on your wrist.

#### CAUTION

The white dots on the wrist strap must be against the skin.





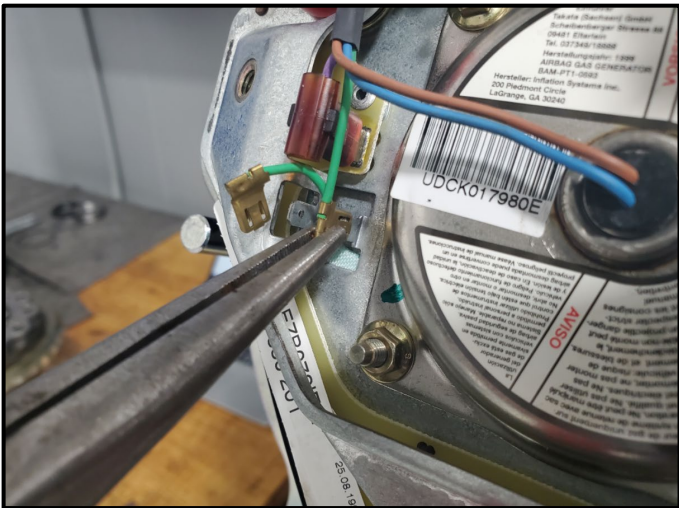
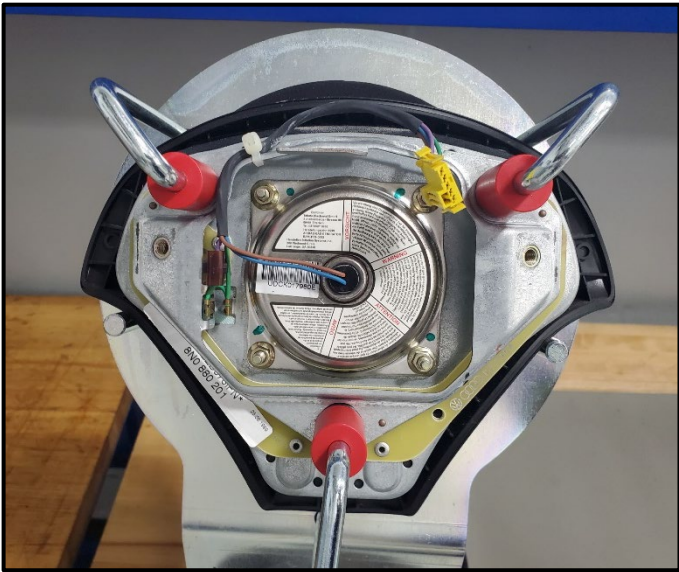
### Clamp airbag into Support:

- Place the securing hooks <1> over the horn ring bolts <2>.
- Tighten the securing hooks carefully so the airbag is secured on the support.
- Do not overtighten.

### **⚠ CAUTION**

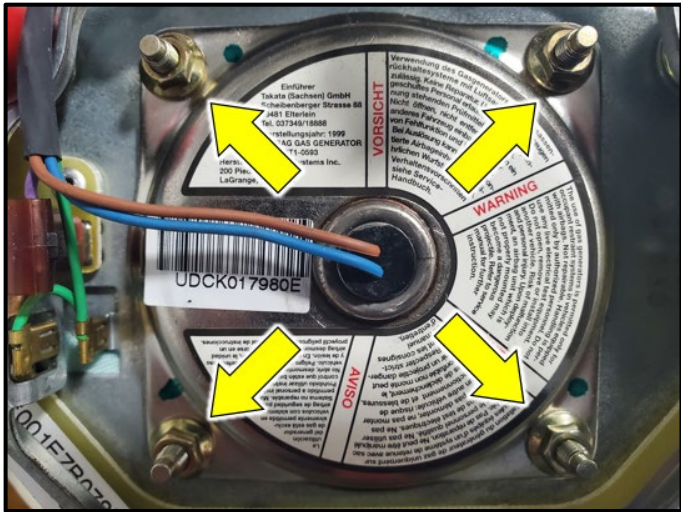
#### **Risk of Consequential Damage**

- Use extreme care when securing the airbag.
- The face of the airbag must not be damaged.
- **DO NOT OVERTIGHTEN.**
- Due to the age of the vehicles, replacement airbags are not available!



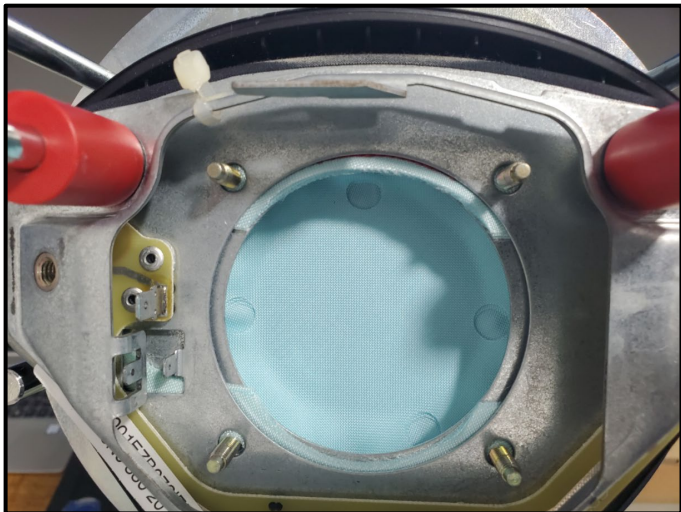
### Free up wiring harness:

- Note the installation position of the flat connectors.
- Carefully disconnect the flat connectors using suitable pliers.



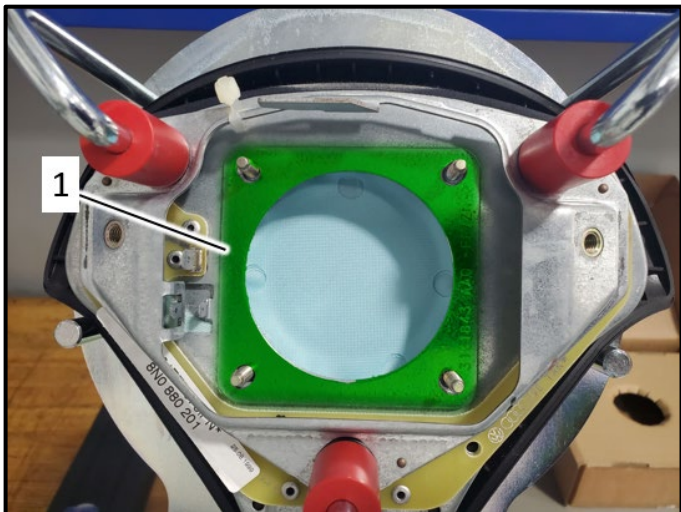
### Remove inflator:

- Remove and discard the four nuts <arrows>.
- Remove the inflator and place in the original packaging, on the ESD worksurface.



### Inspect airbag for foreign matter:

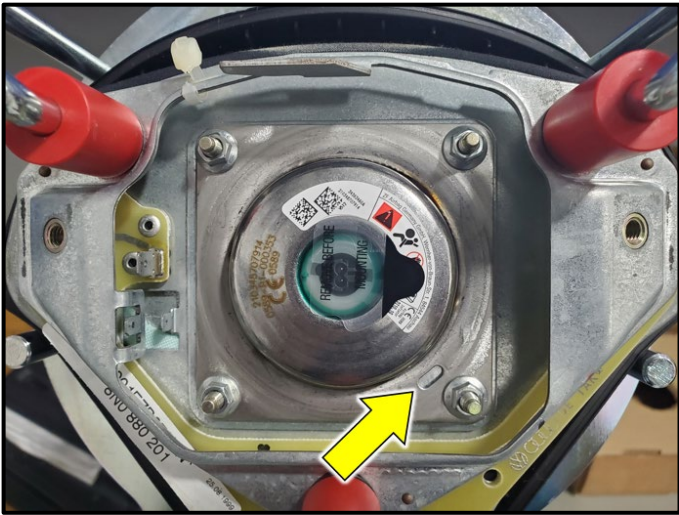
- Perform a visual inspection for dirt or foreign matter in the mounting area for the new inflator.
- Clear any dirt or foreign matter with a vacuum.



### Install spacer from repair kit:

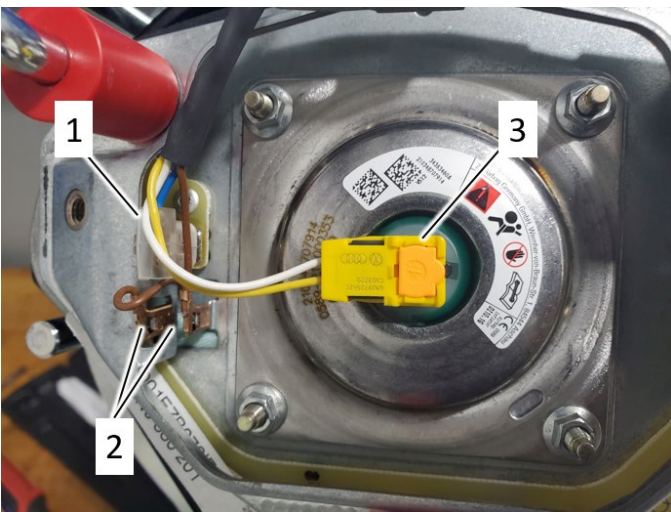
- Install spacer <1> over studs on airbag as shown.





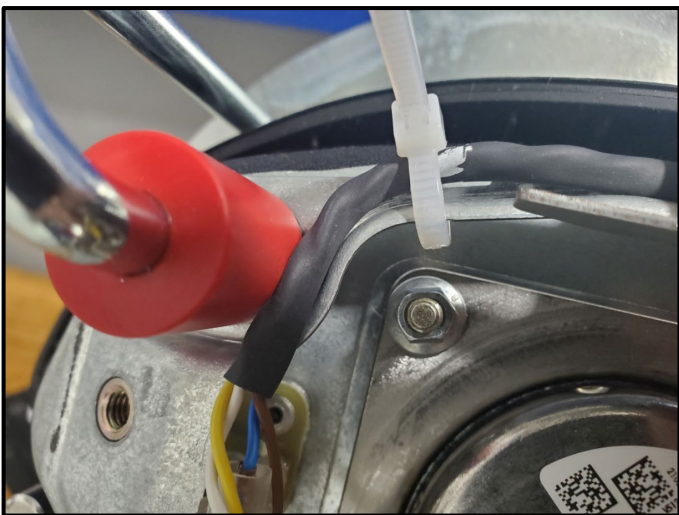
**Install new inflator:**

- Install new inflator so opening <arrow> is at the 4-o'clock position.
- Install new nuts from repair kit and torque in a cross pattern to 5 Nm.



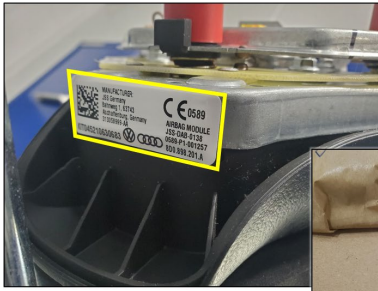
**Install new wiring harness from repair kit:**

- Remove protective film.
- Connect insulated flat connector <1>.
- Connect uninsulated flat connectors <2> next to each other.
- Connect and lock inflator connector <3>. Ensure it audibly engages.



**Secure wiring harness:**

- Route cable around the metal frame of the airbag as shown.
- Secure the wiring harness at the white marking on the harness using a new tie wrap from the repair kit.
- Cut off excess tie wrap material.



**Install sticker:**

- Attach a sticker from the repair kit onto the airbag assembly.

**Proceed to Section D**



## Section D – Vehicle Reassembly

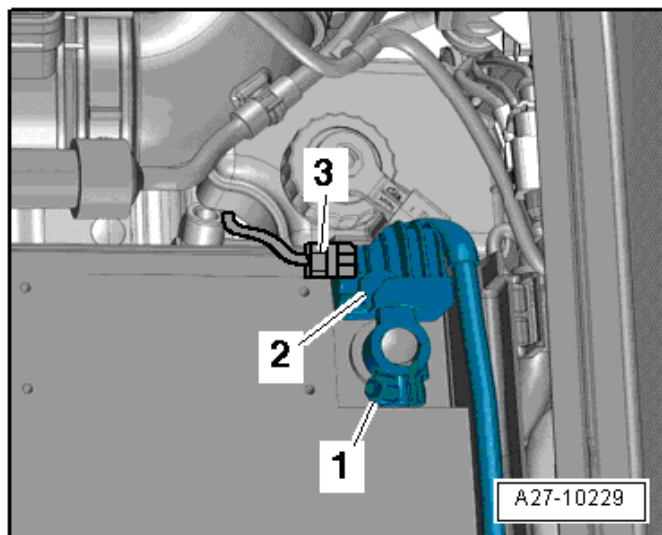


### Reinstall airbag into steering wheel:

#### **⚠ 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.

- Connect electrical connector until it audibly engages.
- Install airbag in the reverse order of removal.
- Torque airbag mounting bolts <arrow> to 7 Nm.



### Reconnect battery:

#### **⚠ WARNING**

Ignition must be **ON** when connecting battery. If pyrotechnic components (e.g. airbag, belt tensioner) are not repaired correctly, they may deploy unintentionally after connecting battery. There must not be anyone inside the vehicle when connecting the battery.

#### **! NOTE**

After connecting the power supply, the ABS warning lamp may only go out after the vehicle has been driven a few yards.

- Connect the battery ground cable by hand to the battery negative terminal.
- Torque the nut as follows:

Model	Torque Specification
TT, TT Roadster	6 Nm
A4, S4	8 Nm

- Install battery cover.

**Final steps:**

- Cycle the ignition off and back on. The airbag warning lamp should go off after a few seconds.

**! NOTE**

If pre-existing airbag system faults were stored, the light may remain on.

Diagnosis and repair of issues causing the airbag light will not be covered under this action.

- Retrieve and enter radio code (if necessary).
- Store previously recorded radio presets (if necessary).
- Set clock to local time.
- Activate the power window regulator one-touch up/down function.
- Check and document the function of the horn and all steering wheel buttons.

**! NOTE**

Diagnosis and repair of an inoperable horn or steering wheel buttons, before or after inflator replacement, will not be covered under this campaign.

**Proceed to Section E**

## Section E – 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 F**

## Section F – Parts Return/Disposal

### U.S. Dealers Only:

Properly store (retain), destroy or dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP).

### Canada Dealers Only:

Please Refer to Takata Part Return Process on Separate Tabs in ELSA and Service References in Elsa2Go.

## Appendix A – Warning and Safety Precautions

### WARNING

#### General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When working on pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
  - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
  - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.