

Compliance Recall

Code: 69GA



Subject	Driver Seat Thorax Airbag				
Document History	Date		Summary		
	12/22/2023		Original publication		
Affected Vehicles	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
	USA	2023	2024	Q7	535
	USA	2023	2024	Q8	243
	USA	2023	2024	RSQ8	64
	USA	2024	2024	SQ7	50
	USA	2023	2024	SQ8	109
	CAN	2024	2024	Q7	40
	CAN	2023	2024	Q8	53
	CAN	2023	2024	RSQ8	17
	CAN	2024	2024	SQ7	14
	CAN	2023	2023	SQ8	4
	<p><i>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.</i></p> <ul style="list-style-type: none"> ✓ 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	<p>The driver seat side airbag may have not been properly mounted into the seatback frame which could lead to the inflated airbag being out of its intended position. Because of this, the vehicles included in this recall may not fully comply with the requirements of an airbag test according to FMVSS/CMVSS No. 214, <i>Side Impact Protection</i>. In the event of a crash, the position of the inflated airbag may differ from that intended. As a result the performance of the airbag might not be as designed, increasing the risk of injury.</p>				
Corrective Action	<p>The installation of the driver seat side airbag into the seatback frame will be inspected and, if necessary, the side airbag will be reinstalled correctly.</p>				
Code Visibility	<p>On or about 12/22/2023, the campaign code will be applied to affected vehicles.</p>				
Owner Notification	<p>Owner notification will take place in January 2024. Owner letter examples are included in this bulletin for your reference.</p>				
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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</p>				

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 (if necessary)

CRITICAL PARTS INFORMATION



Do not order the following parts unless they are absolutely needed! The expected need for the following parts is less than 2%. Ordering parts unnecessarily will cause delays.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
01	1	N -907-371-01	BOLT	Free Order

Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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NOTE

Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

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	69GA		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if driver front thorax airbag installation is OK Mark BOLT* as causal if driver front thorax airbag installation is NOT OK		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Remove driver front seat backrest cover. Inspect thorax airbag installation. Airbag installed correctly. Reinstallation of thorax airbag not necessary.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	30	Airbag inspection – installation is OK <i>(standard seats)</i>
		-OR-	
		20	Airbag inspection – installation is OK <i>(sport seat with integrated backrest)</i>
OR	Remove driver front seat backrest cover. Inspect thorax airbag installation. Airbag NOT installed correctly. Reinstallation of thorax airbag is necessary.		
	LABOR		
	Labor Op	Time Units	Description
	7423 19 99	40	Airbag inspection – installation is NOT OK <i>(standard seats)</i>
	-OR-		
	7423 20 99	30	Airbag inspection – installation is NOT OK <i>(sport seat with integrated backrest)</i>
	PARTS		
	Quantity	Part Number	Description
	1.00	N 90737101	BOLT*

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. ©2023 Audi of America, Inc. and Audi Canada. All Rights Reserved.

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: 23V-868

Subject: Compliance Recall 69GA - Driver Seat Side Airbag

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 2023-2024 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 214, *Side Impact Protection*. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The driver seat side airbag may have not been properly mounted into the seatback frame which could lead to the inflated airbag being out of its intended position. Because of this, the vehicles included in this recall may not fully comply with the requirements of an airbag test according to Federal Motor Vehicle Safety Standard No. 214, *Side Impact Protection*. In the event of a crash, the position of the inflated airbag may differ from that intended. As a result the performance of the airbag might not be as designed, increasing the risk of injury.

What will we do? To correct this noncompliance, the installation of the driver seat side airbag into the seatback frame will be inspected your authorized Audi dealer and, if necessary, the side airbag will be reinstalled correctly. 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 work, 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 work. 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: 2023-685

Subject: Compliance Recall 69GA - Driver Seat Side Airbag

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?

The driver seat side airbag may have not been properly mounted into the seatback frame which could lead to the inflated airbag being out of its intended position. Because of this, the vehicles included in this recall may not fully comply with the requirements of an airbag test according to Canada Motor Vehicle Safety Standard No. 214, *Side Impact Protection*. In the event of a crash, the position of the inflated airbag may differ from that intended. As a result the performance of the airbag might not be as designed, increasing the risk of injury.

What will we do?

To correct this noncompliance, the installation of the driver seat side airbag into the seatback frame will be inspected your authorized Audi dealer and, if necessary, the side airbag will be reinstalled correctly. 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 work, 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 work.

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



- Inspect installation of driver front thorax airbag.
- Correct installation, 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 Tools

 <p>Removal Wedge Set -VAS895015-</p>	 <p>Pry lever -80-200- (or equivalent)</p>
 <p>Trim Removal Wedge -3409- (or equivalent)</p>	

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

TIP

On the date of repair, print this screen and keep a copy with the repair order.

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

CRITICAL REPAIR STEP

 **STOP!** 

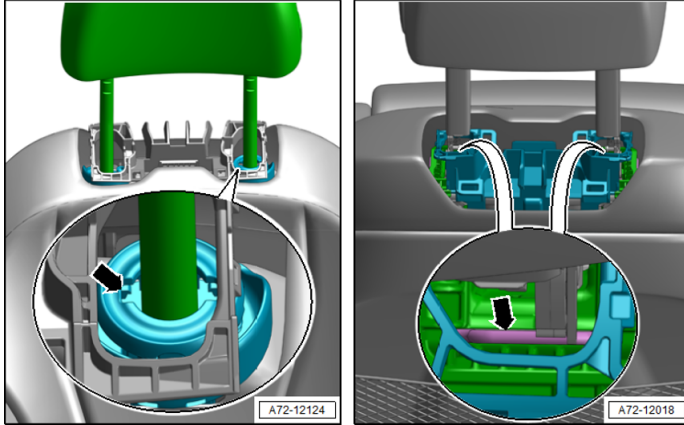
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

Section B – Repair Procedure

WARNING

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

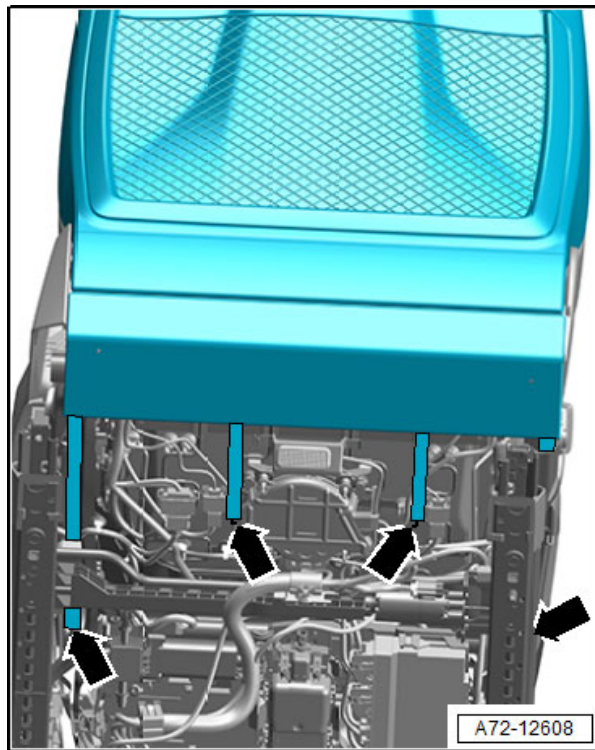


Remove headrest (if equipped):

- See ELSA Repair Manual: *Repair manual > Body Interior > 72 Seat Frames > Front Seats > Headrest, Removing and Installing*

NOTE

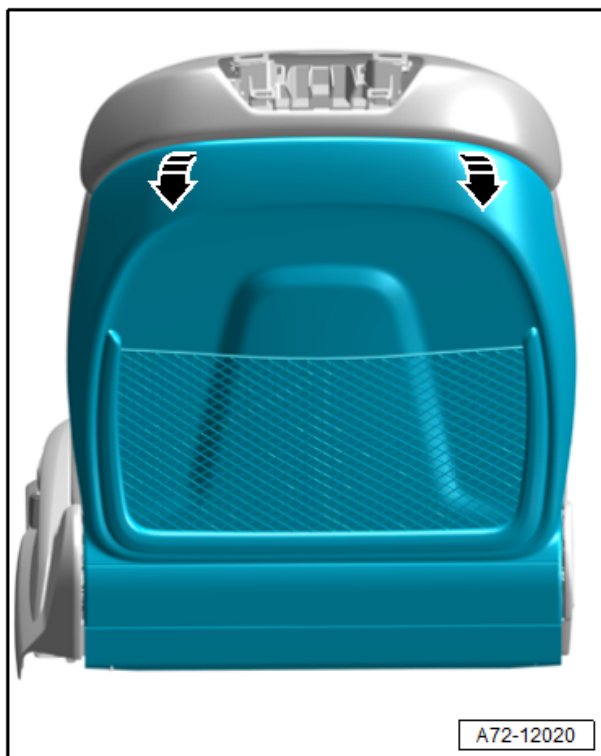
The headrest must be removed in order to remove the backrest cover.



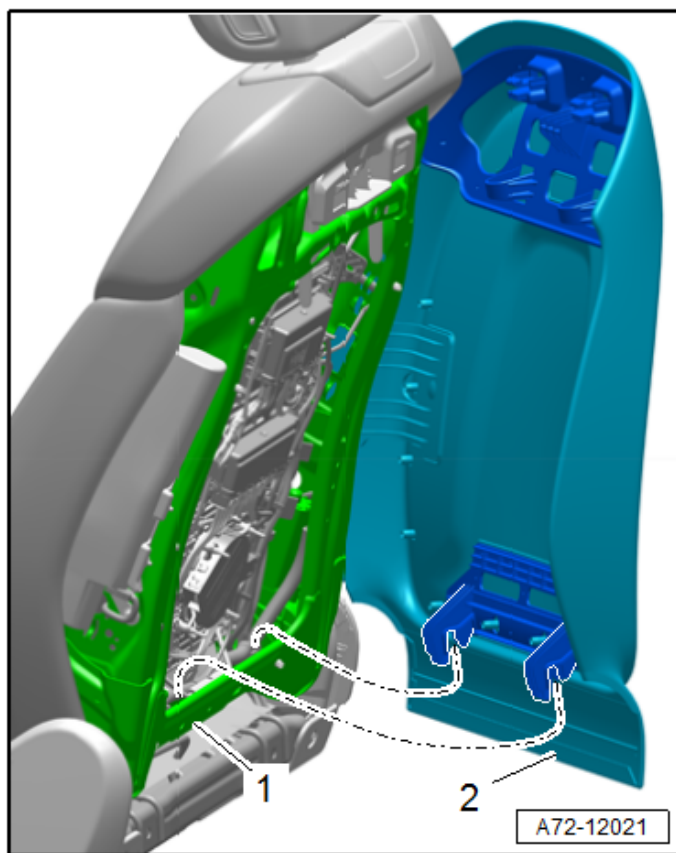
Remove backrest cover:

Standard/Sport seats:

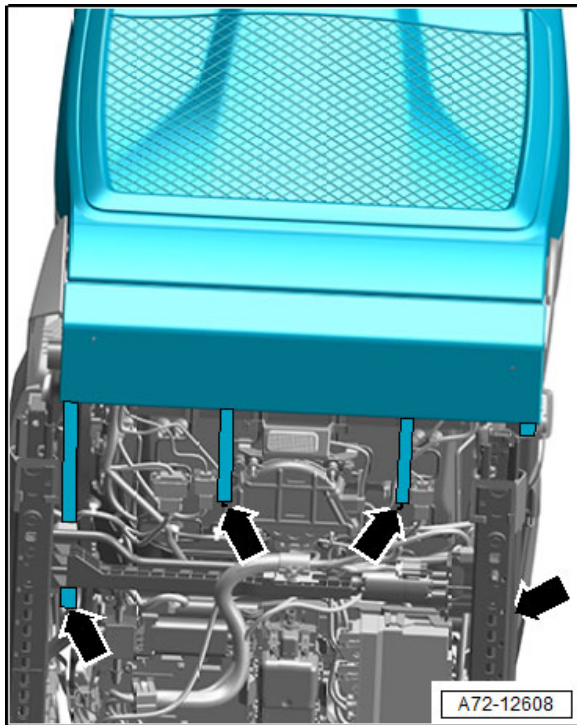
- Move the front seat all the way forward and up.
- Disengage the tension straps <arrows> on the bottom of the seat pan.



- Grab the backrest cover at the upper edge and pull toward the rear out of the retainer <arrows>.



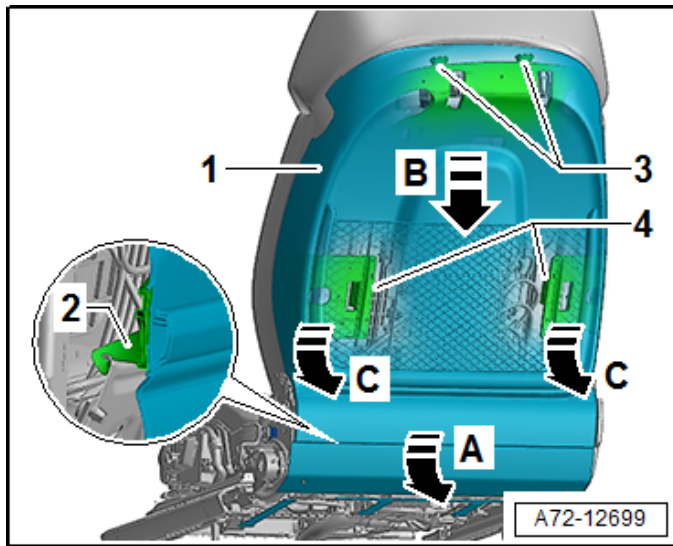
- Disengage the lower backrest cover hooks <2> from the backrest <1> and remove the backrest cover.



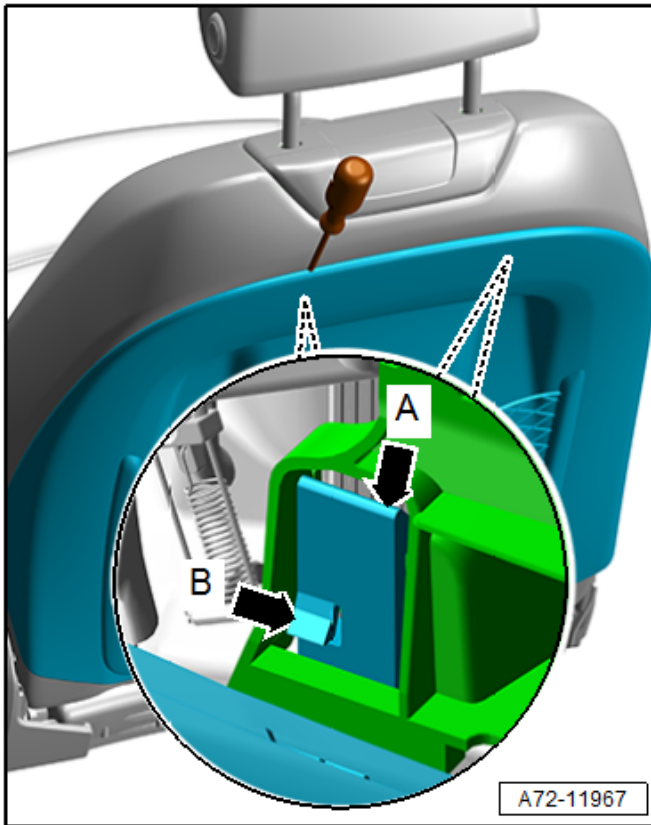
Remove backrest cover:

Super Sport Seat:

- Move the front seat all the way forward and up.
- Disengage the tension straps <arrows> on the bottom of the seat pan.



- Remove the hook for the lower backrest cover <2> from the backrest cover <direction of arrow A>.
- Secure the backrest cover <1> over the upper edge and release the catches <3> (see below for details on releasing the catches <3>).
- Check if the hook on the lower backrest cover <2> is loosened from the backrest frame.
- Remove the side hook <4> for the backrest cover <1> from the backrest frame in the <direction of arrow C>.



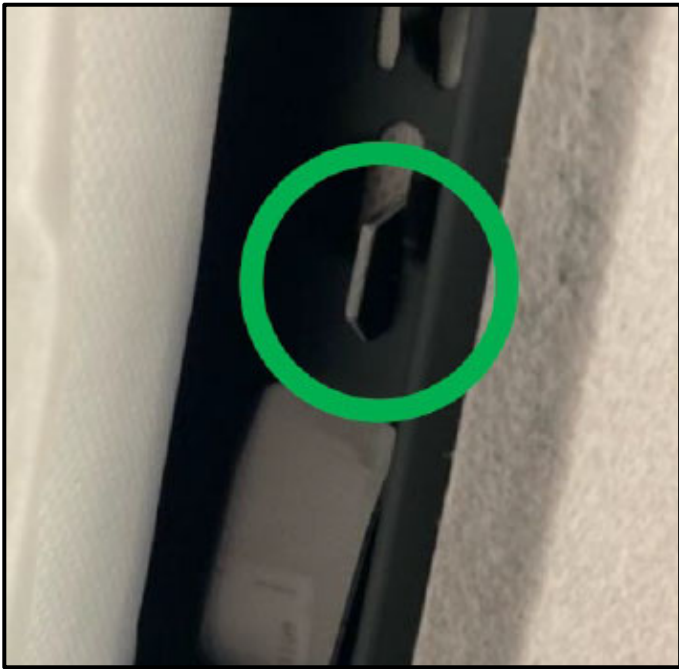
Releasing the upper catches:

- Insert the Wedge 02 from the Removal Wedge Set -VAS895015- between the cushion and the cover.
- Insert the outer edge of the wedge from the inside of the seat along the seat seam. Begin by only slightly inserting the wedge.
- Push the cushion to the side and release the hook <arrow A> and the catch <arrow B> using the Wedge 02. At the same time, pull the backrest cover downward out of the catch.
- Repeat the procedure for the hook on the opposite side.

Inspect thorax airbag installation:

- Check if the airbag securing hook <circle> in engaged correctly.





- If the securing hook on the thorax airbag is engaged in the seat frame:
 - The airbag is installed correctly.
 - Reassemble the seat in the opposite order of disassembly.
 - Proceed to Section C.





- If the securing hook on the thorax airbag is NOT engaged in the seat frame:
 - The airbag is not installed correctly.
 - Remove backrest padding in area of side airbag (sill side) only until side airbag is easily accessible.
 - Unbolt the airbag and reinstall it so the hook is engaged in the seat frame.
 - Replace the securing bolt for the airbag.
 - Refer to the ELSA Repair Manual for the proper torque specification. Refer to: *Repair manual > Body > Body 69 Passenger Protection, Airbags, Seat Belts Thorax Airbags Overview - Front Thorax Airbag*
 - Reassemble the seat in the opposite order of disassembly.
 - 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.

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

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.