

Safety Recall

Code: 69GU



Subject Passenger Seat Occupant Detection System Control Module

Document History

Date	Summary
05/07/2024	Original publication

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2023	A3 SEDAN	2
USA	2023	2023	A4 ALLROAD	1
USA	2024	2024	A8	1
USA	2024	2024	E-TRON QUATTRO	4
USA	2024	2024	E-TRON SPORTBACK QUATTRO	1
USA	2023	2024	Q3	24
USA	2023	2024	Q5	36
USA	2023	2023	Q5 SPORTBACK	1
USA	2023	2024	Q7	9
USA	2024	2024	Q8	2
USA	2023	2023	RS5 SPORTBACK	1
USA	2024	2024	RSQ8	1
USA	2023	2023	S5 CABRIOLET	1
USA	2023	2023	S5 SPORTBACK	2
USA	2023	2023	SQ7	1
USA	2023	2023	TT COUPE	2
USA	2023	2023	TT ROADSTER	2
CAN	2023	2023	A4 SEDAN	1
CAN	2023	2024	Q3	8
CAN	2023	2023	Q5	8
CAN	2023	2023	Q5 SPORTBACK	1
CAN	2023	2023	RS5 COUPE	1
CAN	2023	2023	SQ5	1
CAN	2023	2023	SQ7	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 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

Pins inside the passenger seat occupant detection system control module were not soldered to the circuit board correctly. This can lead to an interruption in communication between the passenger seat occupant detection system control module and the airbag control module. In combination with vibrations or similar events, the pins may no longer have contact to the circuit board due to the missing solder connection. If the airbag control unit detects the fault, it switches into fail-safe mode and deactivates the passenger airbag. In a crash, there would be an

increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working.

Corrective Action Replace the passenger seat occupant detection system control module.

Precautions If the recall condition occurs, the yellow airbag warning light will illuminate, and the airbag control module switches to the fail-safe mode, deactivating the passenger frontal airbag. If this happens, owners are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed.

Code Visibility On April 05, 2024, the campaign code was applied to affected vehicles.

Owner Notification Owner notification will take place in May 2024. 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

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description below)
ALL (except FV)	1	SEE ETKA	CONTR.UNIT (PODS control module)	VIN to Order
FV	1	SEE ETKA	REP.KIT (repair kit for passenger seat occupant detection)	VIN to Order

Parts Control Type: VIN to Order	<p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: NO	There will be no parts allocation.
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NOTE

Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

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	69GU		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark CONTR.UNIT* or REP.KIT* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	4M, 4N, 8W, 8Y, F3, F5, FY, GE or Q8		
	LABOR		
	Labor Op	Time Units	Description
	6956 19 99	20	Replace PODS control module
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions (Perform basic settings)
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	CONTR.UNIT* (PODS control module)

Criteria I.D.	FV		
	LABOR		
	Labor Op	Time Units	Description
	6956 19 51	SEE ELSA	Seat-occupied sensor remove+reinstall
	7201 19 05	SEE ELSA	Front seat remove+reinstall
	7413 19 50	SEE ELSA	Front seat cover remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions <i>(Perform basic settings)</i>
	PARTS		
	Quantity	Part Number	Description
	1.00	SEE ETKA	REP.KIT* <i>(PODS repair kit)</i>

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: 24V251

Subject: Safety Recall 69GU - Passenger Seat Occupant Detection System Control Module

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 2023-2024 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?

Pins inside the passenger seat occupant detection system control module were not soldered to the circuit board correctly. This can lead to an interruption in communication between the passenger seat occupant detection system control module and the airbag control module. In combination with vibrations or similar events, the pins may no longer have contact to the circuit board due to the missing solder connection. If the airbag control unit detects the fault, it switches into fail-safe mode and deactivates the passenger airbag. In a crash, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working.

What will we do?

To correct this defect, your authorized Audi dealer will replace the passenger seat occupant detection system control module. This work should take less than two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the 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.

Precautions you should take:

If the recall condition occurs, the yellow airbag warning light will illuminate, and the airbag control module switches to the fail-safe mode, deactivating the passenger frontal airbag. If this happens, owners are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Additional Information

- 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 your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.
- 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>.
- 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).

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: 2024-209

Subject: Safety Recall 69GU - Passenger Seat Occupant Detection System Control Module

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?

Pins inside the passenger seat occupant detection system control module were not soldered to the circuit board correctly. This can lead to an interruption in communication between the passenger seat occupant detection system control module and the airbag control module. In combination with vibrations or similar events, the pins may no longer have contact to the circuit board due to the missing solder connection. If the airbag control unit detects the fault, it switches into fail-safe mode and deactivates the passenger airbag. In a crash, there would be an increased risk of injury to the occupant seated in the front passenger seat if the passenger frontal airbag is switched off or not working.

What will we do?

To correct this defect, your authorized Audi dealer will replace the passenger seat occupant detection system control module. This work should take less than two hours to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the 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.

Precautions you should take:

If the recall condition occurs, the yellow airbag warning light will illuminate, and the airbag control module switches to the fail-safe mode, deactivating the passenger frontal airbag. If this happens, owners are advised to contact an authorized Audi dealer without delay to have the vehicle diagnosed.

As a reminder, your vehicle owner's manual contains important information regarding your vehicle's warning lights and messages. We encourage you and anyone who drives your vehicle to review the owner's manual to become familiar with the types of vehicle indicators, warnings and messaging you may see.

Additional Information

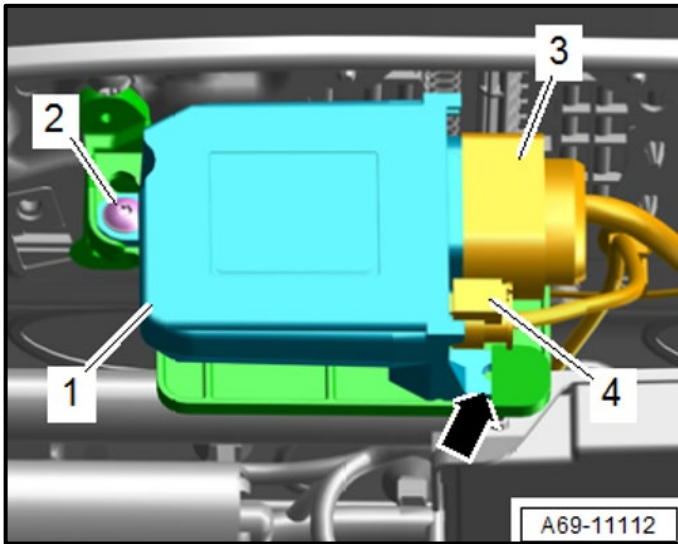
- If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt.
- If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or sold the vehicle, or if you should have any questions about this communication, 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





- **TT only:** Replace PODS service kit.
- **All other vehicles:** Replace PODS control module.

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>Battery Tester/Charger capable of minimum 90 Amp continuous supply</p>	 <p>Diagnostic Tester -VAS6150X/6160X- (or equivalent)</p>
 <p>Airbag Lockout Adapter -VAS6282- (TT only)</p>	 <p>Pry lever -80-200- (TT only)</p>
 <p>Trim Removal Wedge -3409- (or equivalent, TT only)</p>	 <p>Universal Vehicle Protector -VAS871001- (or equivalent, TT only)</p>
 <p>Engine and Transmission Holder -VAS6095A- (TT only)</p>	 <p>Engine/Transmission Holder - Seat Repair Fixture -VAS6136- (TT only)</p>
 <p>Backrest Panel Tool -3370- (TT only)</p>	 <p>Upholstery Clip Pliers -VAG1634B- (or equivalent, TT only) (if necessary)</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



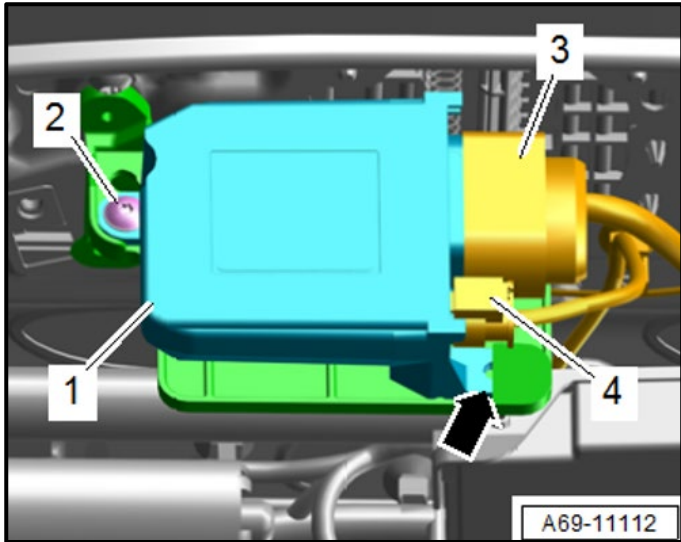
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **All vehicles EXCEPT criteria FV:**
 - Proceed to Section B.
- **Criteria FV only:**
 - Proceed to Section C.

Section B – Replace PODS Module

⚠ WARNING

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



Versions with bolted in PODs module:

ⓘ NOTE

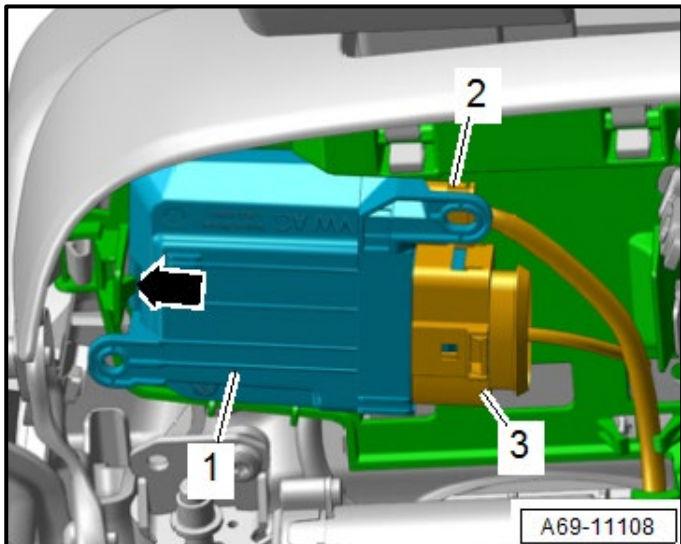
The seat is not removed for this repair.

- Raise the seat to the highest position.
- Remove the bolt <2>.
- Remove the control module <1> from the bracket <arrow>.
- Disconnect the connectors <3> and <4>.
- Replace the PODS module <1>.

Part Number	Part Description
See ETKA	PODS control module

- Installation is the reverse order of removal while noting the following:
 - Torque bolt <2> to 1.5 Nm.

Proceed to Section D



Versions with clipped in PODs module:

ⓘ NOTE

The seat is not removed for this repair.

- Raise the seat to the highest position.
- Release the control module from the catches <arrow>.
- Remove the control module <1> from the bracket.
- Disconnect the connectors <2> and <3>.
- Replace the PODS module <1>.

Part Number	Part Description
See ETKA	PODS control module

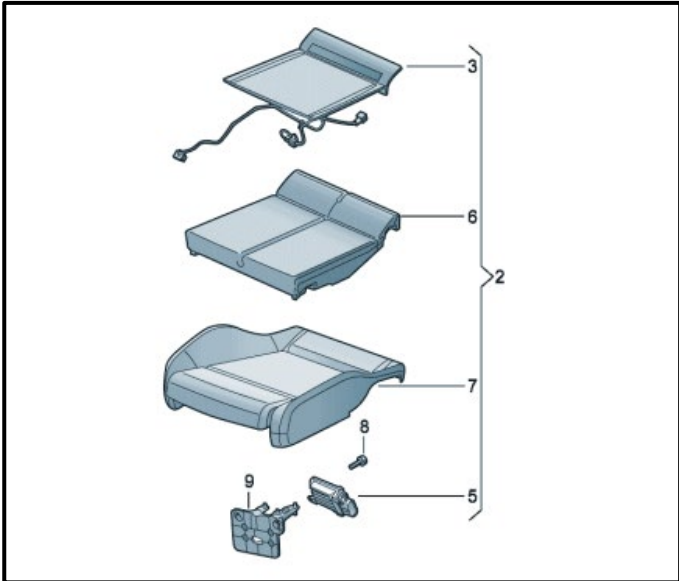
- Installation is the reverse order of removal.

Proceed to Section D

Section C – Replace PODS Service Kit (Criteria FV ONLY)

⚠ WARNING

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

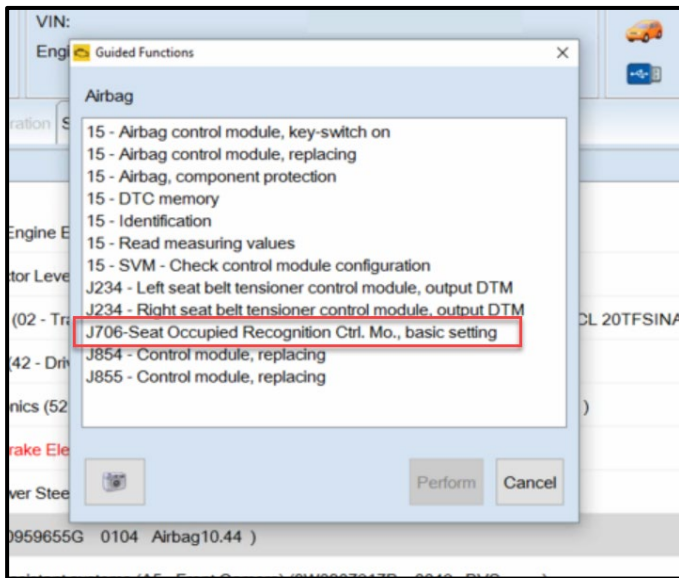


- Replace the seat occupant detection system per the ELSA repair manual:
 - *Repair manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Seat Occupant Detection System > Seat Occupant Detection System, Removing and Installing.*

Part Number	Part Description
See ETKA	PODS service kit

Proceed to Section D

Section D – PODS Basic Settings (All Vehicles)



NOTE

Verbiage of the PODS basic settings test plan may vary depending on model variant.

- Connect a battery maintainer.
- Switch the ignition ON.
- Connect the ODIS tester to the vehicle.
- Perform a complete GFF scan of the vehicle.
- Select the Guided Functions menu for 0015 - Airbag Control Module.
- Perform the test plan "J706 – Seat Occupied Recognition Ctrl. Mo., basic setting".
- Follow the on-screen prompts.
- Exit GFF and send the diagnostic protocol online.

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

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.