

Safety Recall

Code: 69AJ



Subject	Side Curtain Airbag(s)															
Release Date	March 11, 2020															
Affected Vehicles	<table><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr><tr><td>USA</td><td>2019</td><td>2019</td><td>Q7</td><td>383</td></tr><tr><td>CAN</td><td>2019</td><td>2019</td><td>Q7</td><td>9</td></tr></table> <p>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</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.	Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2019	Q7	383	CAN	2019	2019	Q7	9
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count												
USA	2019	2019	Q7	383												
CAN	2019	2019	Q7	9												
Problem Description	Due to a manufacturing issue, the side curtain airbags may not inflate properly in a crash. Depending on the vehicle, this may affect the side curtain airbag on the driver’s or passenger side, or both sides. An airbag that does not inflate properly may increase the risk of injury in a crash.															
Corrective Action	Replace one or both side curtain airbags.															
Code Visibility	On or about March 11, 2020, the campaign code will be applied to affected vehicles.															
Owner Notification	Owner notification will take place in March 2020. Owner letter examples are included in this bulletin for your reference.															
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 with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>															

Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Initial Allocation: NO	Due to the small number of affected vehicles 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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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
K1 or K3	1	4M0-880-741-H	Airbag (left side)	VIN to Order
K2 or K3	1	4M0-880-742-H	Airbag (right side)	VIN to Order
ALL	Up to 2	N -106-518-01	Bolt (one bolt per airbag is required)	VIN to Order
ALL	2	8Z0-867-276	Clamp (A-pillar)	VIN to Order

NOTE

The specified part numbers reflect the status at the start of this service 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.

Service Number	69AJ		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Airbag* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	K1		
	Replace left head curtain airbag and clear repair-related faults		
	LABOR		
	Labor Op	Time Units	Description
	6966 19 99	390	Replace left head curtain airbag
	PARTS		
	Quantity	Part Number	Description
	1.00	4M0880741H	Airbag*
	1.00	N 10651801	Hexagon socket flat head bolt
	2.00	8Z0867276	Clamp
Criteria I.D.	K2		
	Replace right head curtain airbag and clear repair-related faults		
	LABOR		
	Labor Op	Time Units	Description
	6966 19 99	390	Replace right head curtain airbag
	PARTS		
	Quantity	Part Number	Description
	1.00	4M0880742H	Airbag*
	1.00	N 10651801	Hexagon socket flat head bolt
	2.00	8Z0867276	Clamp

Continued on next page

Criteria I.D.	K3		
	Replace left <u>and</u> right head curtain airbag and clear repair-related faults		
	LABOR		
	Labor Op	Time Units	Description
	6966 20 99	410	Replace head curtain airbags
	PARTS		
	Quantity	Part Number	Description
	1.00	4M0880741H	Airbag*
	1.00	4M0880742H	Airbag
	2.00	N 10651801	Hexagon socket flat head bolt
	2.00	8Z0867276	Clamp

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: 20V093

Subject: Safety Recall 69AJ – Side Curtain Airbag(s)

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 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- | | |
|---|--|
| What is the issue? | Due to a manufacturing issue, the side curtain airbags may not inflate properly in a crash. Depending on the vehicle, this may affect the side curtain airbag on the driver's or passenger side, or both sides. An airbag that does not inflate properly may increase the risk of injury in a crash. |
| What will we do? | To correct this defect, your authorized Audi dealer will replace one or both side curtain airbags. This work will take up to a day 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 . |
| 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: 2020-065

Subject: Safety Recall 69AJ – Side Curtain Airbag(s)

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? Due to a manufacturing issue, the side curtain airbags may not inflate properly in a crash. Depending on the vehicle, this may affect the side curtain airbag on the driver's or passenger side, or both sides. An airbag that does not inflate properly may increase the risk of injury in a crash.

What will we do? To correct this defect, your authorized Audi dealer will replace one or both side curtain airbags. This work will take up to a day 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.

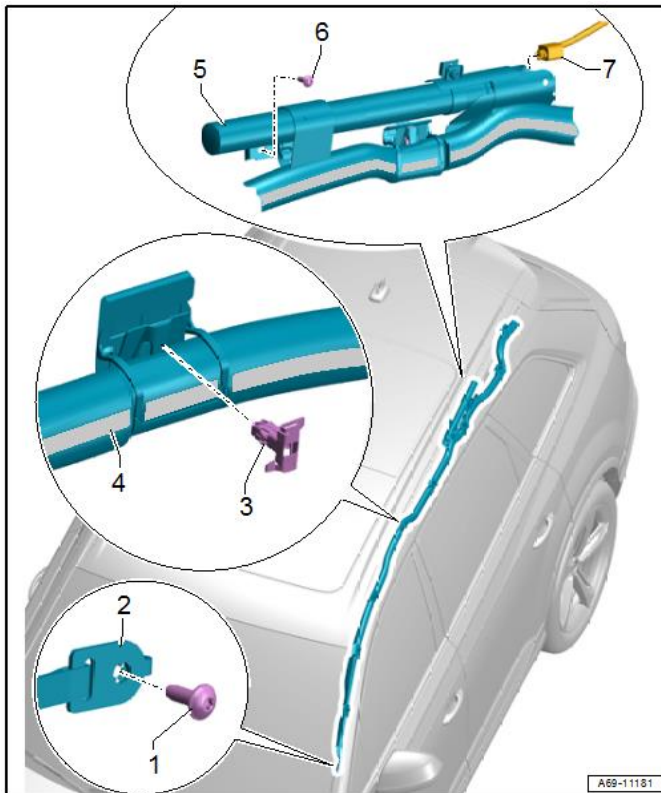
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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






- Vehicles with Criteria K1 – Replace left head curtain airbag.
- Vehicles with Criteria K2 – Replace right head curtain airbag.
- Vehicles with Criteria K3 – Replace left and right head curtain airbags.

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>Clip pliers -VAS211001- (or equivalent)</p>	 <p>Removal Wedge -T40233- (or equivalent)</p>
 <p>Scraper Set -VAS6845-</p>	 <p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Angled Screwdriver -VAS6416- (or equivalent)</p>	

Repair Instruction

Section A - Check for Previous Repair

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

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.

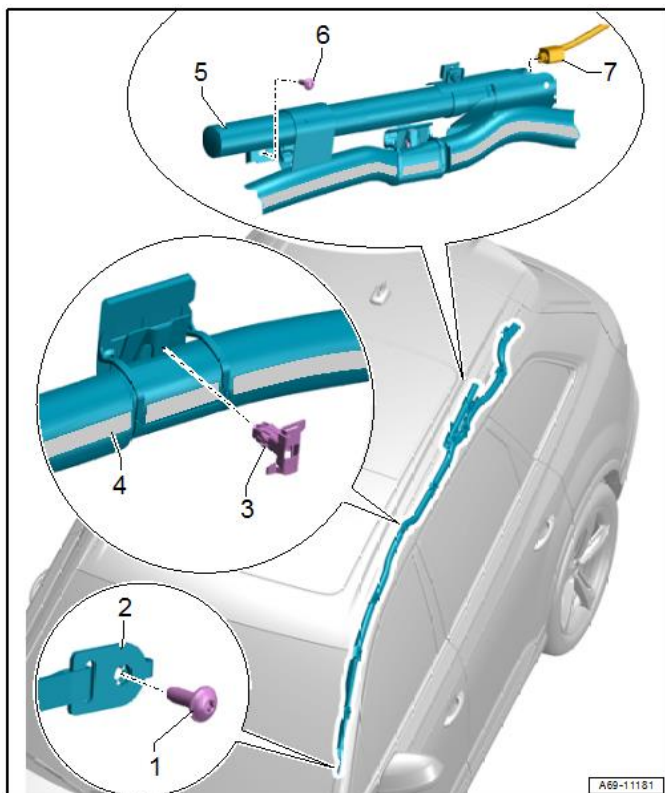
Criteria	Repair Description
K1	Replace only left head curtain airbag
K2	Replace only right head curtain airbag
K3	Replace left and right head curtain airbags

Proceed to Section B

Section B – Replacing Head Curtain Airbag(s)

WARNING

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



Replacing head curtain airbag(s):

- See ELSA Repair Manual: *Repair Manual > Body > Body Interior > 69 Passenger Protection, Airbags, Seat Belts > Head Curtain Airbags > Head Curtain Airbag with Igniter, Removing and Installing*

WARNING

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

- Bolt <1> requires replacement.

Part Number	Part Description
N -106-518-01	Bolt

- Bolt <6> is pre-installed on the new head curtain airbag.

After work is complete proceed to Section C.

Note the following when replacing the head curtain airbags:

- Tape off trim panels prior to removal to avoid damaging the panels.

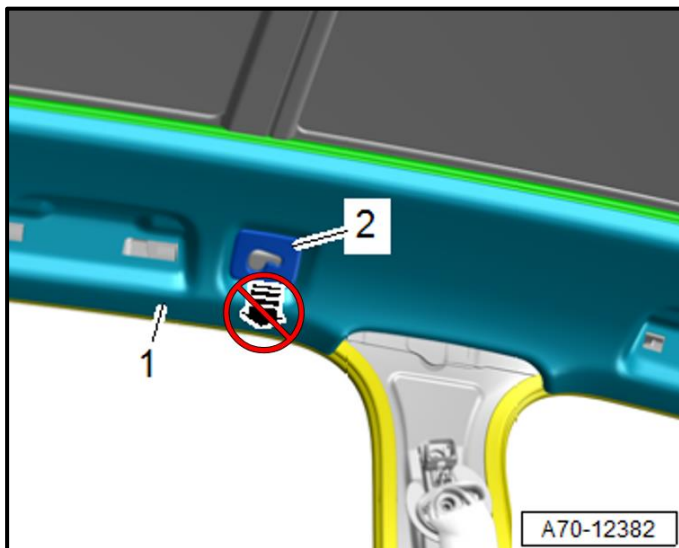




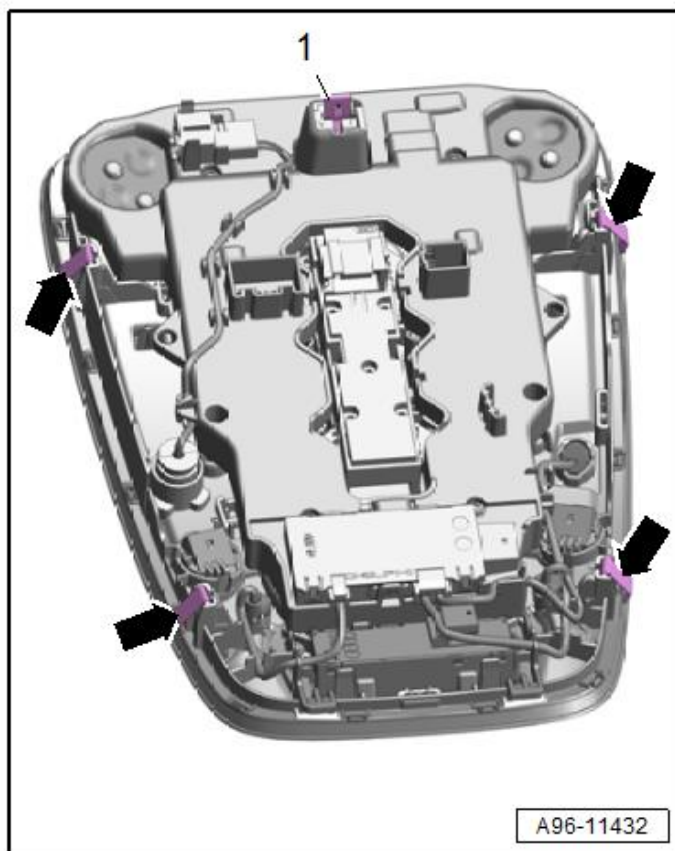
- When removing the left side luggage compartment trim, mark the position of the bracket for the switch assembly (if equipped) to ensure proper positioning during reinstallation.



- The seat belts do not require removal during this repair so the pillar trims can remain in the vehicle.



- The screen separator trim <2> does not have to be removed from the headliner <1> during this repair.

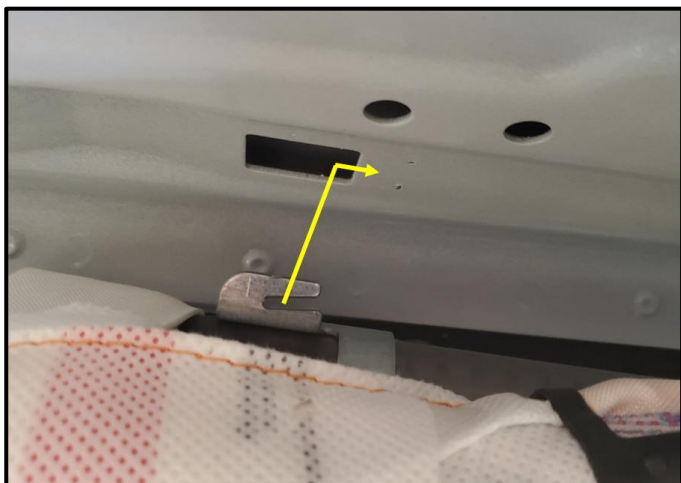


TIP

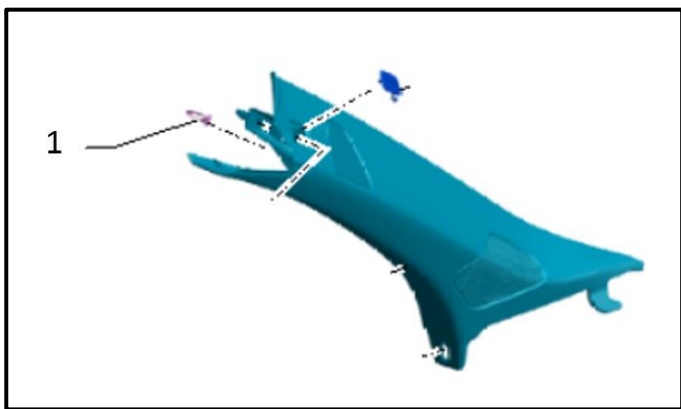
The roof module can be unclipped from the headliner after the headliner is lowered slightly. Doing this will allow for easier access to clips <arrows>.



- Carefully rest the headliner on the seat headrests.

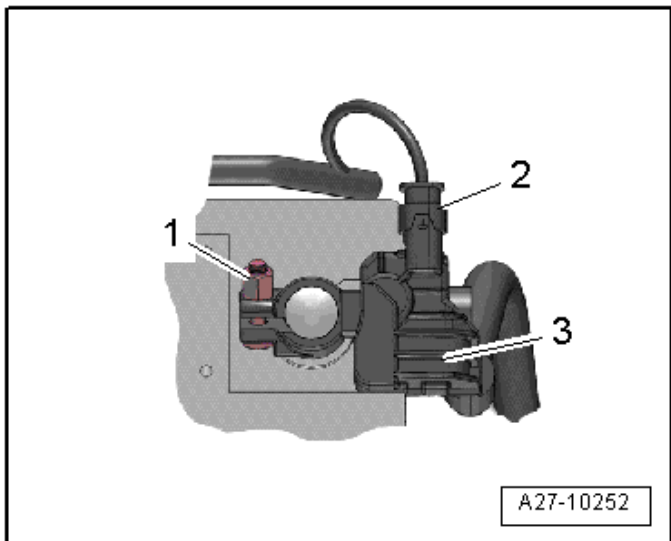


- When installing the new head curtain airbags, ensure the “hook” on the airbag engages onto the body correctly.



- Replace the A-pillar trim clamps <1>.

Part Number	Part Description
8Z0-867-276	A-pillar clamp



- When reconnecting the battery:
 - Disconnect the connector <2> from the Battery Monitoring Control Module -J367- <3>.
 - Attach the battery ground cable clamp by hand to the battery negative terminal and torque the nut <1> to 6 Nm.
 - Reconnect the connector to the Battery Monitoring Control Module - J367-.

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.
- If the ignition is not switched on after the battery is reconnected - "indicator lamps in the instrument cluster do not light up" - the ignition (key/button) may only be switched on when the driver seat is positioned all the way back.

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.

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.