

Safety Recall

Code: 69BM



Subject Door Crash Sensors

Release Date December 15, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2021	2021	A6	1
USA	2021	2021	Q7	145
USA	2021	2021	RS6	7
USA	2021	2021	RS7	13
CAN	2021	2021	Q7	8

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

Faulty sensor housings may have been used during the production of the door crash sensors at the supplier. As a result, the locking mechanism for the electrical connector on the crash sensor may be impaired and the electrical connector may become detached. In unfavorable circumstances while the vehicle is moving, the electrical connector may become detached from the crash sensor. If this happens in the event of a side crash, the restraint systems for the side of the vehicle may react slower. This may lead to an increased risk of injury in a side crash due to a delayed activation of the side airbag, curtain airbag and/or seat-belt pretensioner as the system has to rely on two other crash sensors only.

Corrective Action

Inspect and, if necessary, replace the affected door crash sensor(s).

Precautions

If the electrical connector becomes detached from the crash sensor while driving, it will turn on the airbag indicator light. Customers are advised not to ignore vehicle warning/indicator lights and should contact their authorized Audi dealer and arrange for vehicle inspection/repair in the event the airbag indicator light comes on while driving.

Code Visibility

On or about December 15, 2020, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in December 2020. 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 (if necessary)

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
C1	Up to 2	4N0-955-557-A	PRESSSENS	VIN to Order

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.

Service Number	69BM		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	C1		
	Remove left front and right front door panels, inspect crash sensors, no damage found to <u>both</u> crash sensors		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	100	Inspect crash sensors, no further work required
OR	Remove left front and right front door panels, inspect crash sensors, damage found to one or two crash sensors		
	LABOR		
	Labor Op	Time Units	Description
	6968 55 99	100	Inspect crash sensors; one or two sensor(s) requires replacement
	PARTS		
	Quantity	Part Number	Description
	Up to 2.00	4N0955557A	PRESSESENS

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: 20V749

Subject: Safety Recall 69BM – Door Crash Sensors

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

- What is the issue?** Faulty sensor housings may have been used during the production of the door crash sensors at the supplier. As a result, the locking mechanism for the electrical connector on the crash sensor may be impaired and the electrical connector may become detached. In unfavorable circumstances while the vehicle is moving, the electrical connector may become detached from the crash sensor. If this happens in the event of a side crash, the restraint systems for the side of the vehicle may react slower. This may lead to an increased risk of injury in a side crash due to a delayed activation of the side airbag, curtain airbag and/or seat-belt pretensioner as the system has to rely on two other crash sensors only.
- What will we do?** To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected door crash sensor(s). This work will take a couple of 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 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.
- Precautions you should take** If the electrical connector becomes detached from the crash sensor while driving, it will turn on the airbag indicator light. Customers are advised not to ignore vehicle warning/indicator lights and should contact their authorized Audi dealer and arrange for vehicle inspection/repair in the event the airbag indicator light comes on while driving.
- 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: 2020-594

Subject: Safety Recall 69BM – Door Crash Sensors

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? Faulty sensor housings may have been used during the production of the door crash sensors at the supplier. As a result, the locking mechanism for the electrical connector on the crash sensor may be impaired and the electrical connector may become detached. In unfavorable circumstances while the vehicle is moving, the electrical connector may become detached from the crash sensor. If this happens in the event of a side crash, the restraint systems for the side of the vehicle may react slower. This may lead to an increased risk of injury in a side crash due to a delayed activation of the side airbag, curtain airbag and/or seat-belt pretensioner as the system has to rely on two other crash sensors only.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected door crash sensor(s). This work will take a couple of 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 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.

Precautions you should take If the electrical connector becomes detached from the crash sensor while driving, it will turn on the airbag indicator light. Customers are advised not to ignore vehicle warning/indicator lights and should contact their authorized Audi dealer and arrange for vehicle inspection/repair in the event the airbag indicator light comes on while driving.

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 left and right Front Passenger Thorax Airbag Crash Sensors -G179/G180- 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 Tools

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Wedge Set -T10383- (or equivalent)</p>
 <p>Scraper Set -VAS6845- (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 – Door Panel Disassembly and Crash Sensor Inspection

NOTE

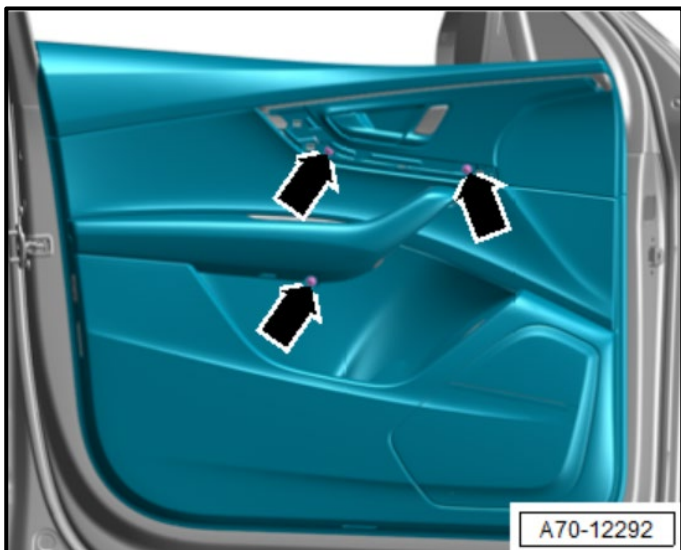
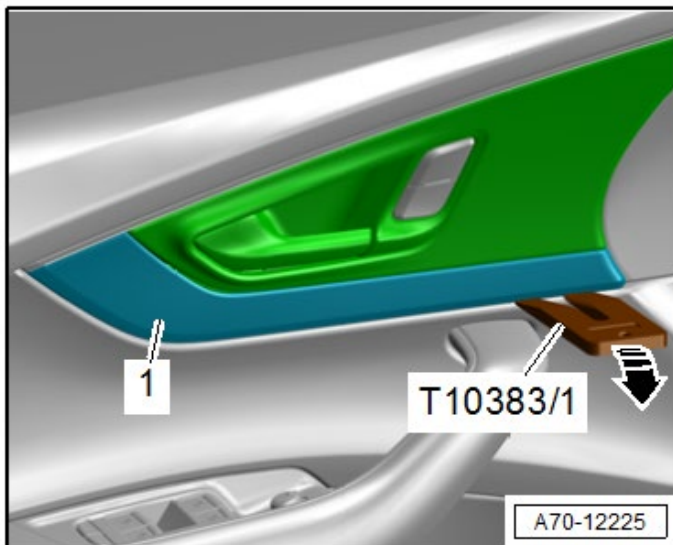
- The following steps describe work on the left side doors.
- Both front door trim panels require removal.
- Both front Passenger Thorax Airbag Crash Sensors must be inspected.
- Work on the right side will be similar.

Removing front door panels:

Q7 Models:

Remove decorative trim:

- Unclip the trim <1> using the -T10383/1- <arrow>, disengage the trim at the door trim panel and remove it.



Remove bolts:

- Remove bolts <arrows>.

A6, RS6 and RS7 Models:

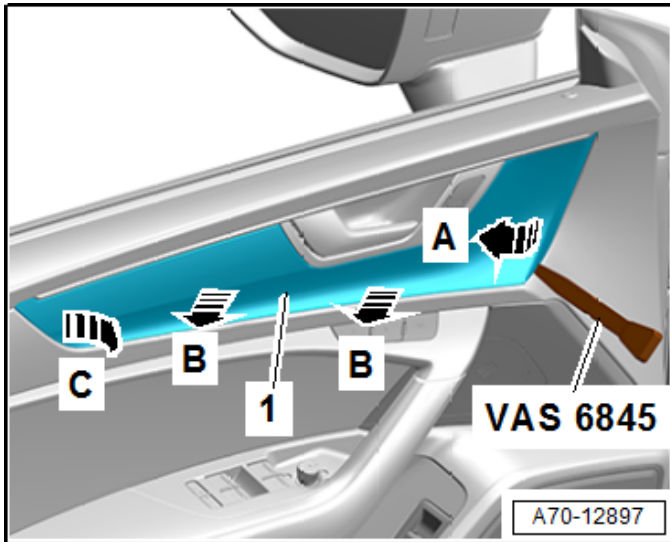
Remove decorative trim:

- Starting at the front unclip the decorative trim <1> using a wedge from the -VAS6845- in direction of <arrow A>.

TIP

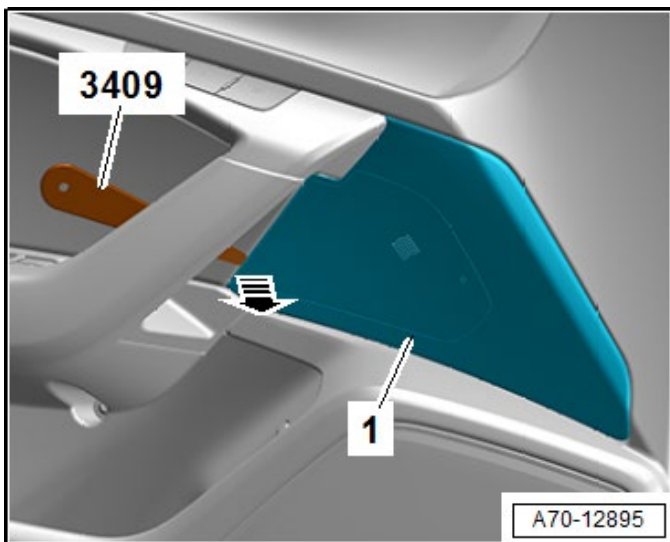
So that the rear retainers on the decorative trim are not damaged, the decorative trim must be held parallel to the door trim panel when removing.

- Remove the remaining clips <B arrows> and the decorative trim from the door trim panel.
- Pivot the decorative trim inward and remove it from the door trim panel <arrow C>.
- Disconnect the connectors, if equipped.



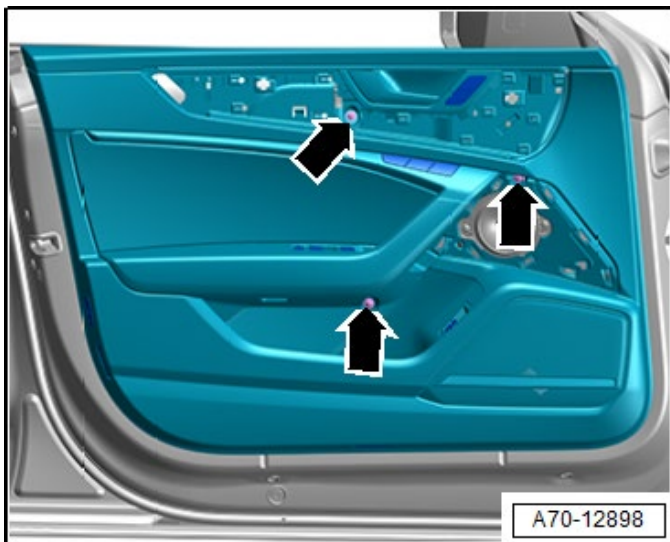
Remove mid-range speaker trim:

- Insert the -3409- between the door trim panel and the midrange speaker trim.
- Unclip the midrange speaker trim <1> from the door trim panel in direction of <arrow>, to do this turn the -3409- on its axis.
- Unclip the remaining tabs from the door trim panel and remove the speaker trim.



Remove bolts:

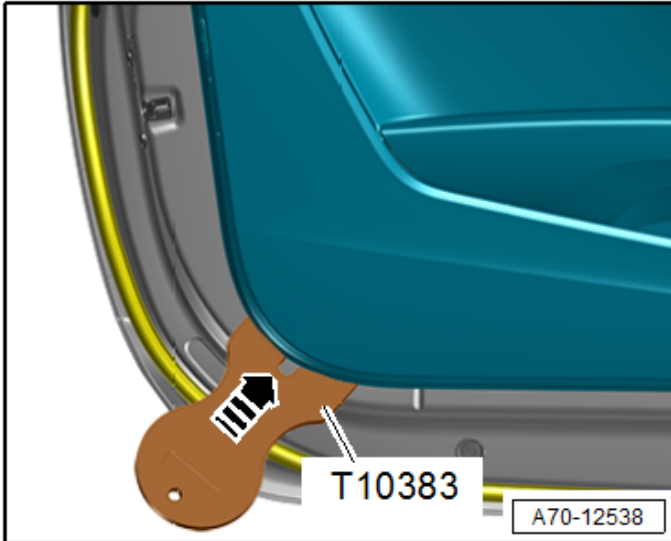
- Remove bolts <arrows>.



All models:

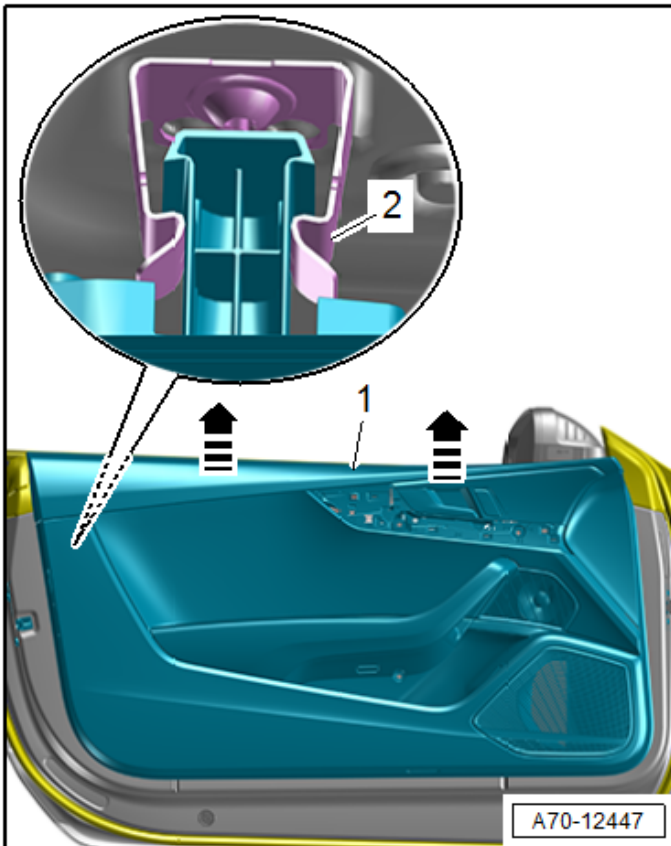
Unclip door panel:

- Using the -T10383-, unclip the door trim panel at the lower rear section in a radius beginning from the rear section in a radius by inserting the wedge between the door trim panel and the door near the clips in direction of <arrow>.
- Unclip the remaining clips along the door trim panel from the door.



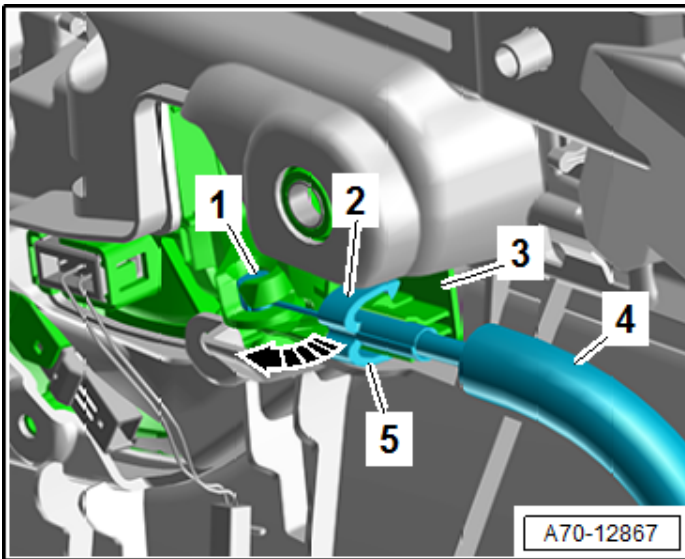
Remove door panel:

- Pull the door trim panel <1> slightly off the door all the way around.
- The clips must not be left inside the door.
- Push the door trim panel upward and disengage it from the door at the window shaft in direction of <arrows>.
- Pry out the door trim panel upward from the clamp <2>.



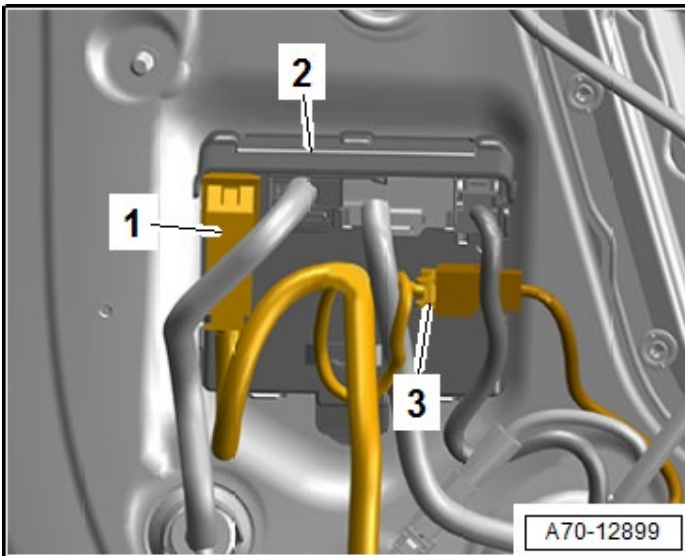
⚠ CAUTION

Risk of damaging the operating cable by deforming it.
Never sharply bend or kink the operating cable.



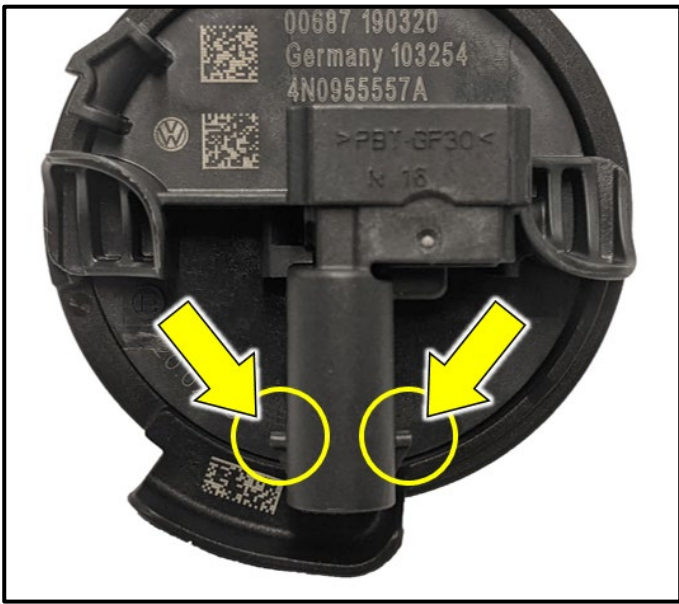
Disconnect release cable:

- Carefully unclip the release cable <4> from the interior door mechanism <3> in direction of <arrow> at the same time the catches <2 and 5> are loosened.
- Disengage the release cable nipple <1> from the interior door mechanism.



Disconnect door control module:

- Disconnect the connectors <1 and 3> from the door control module <2> by pressing the release.
- Remove the door trim panel.



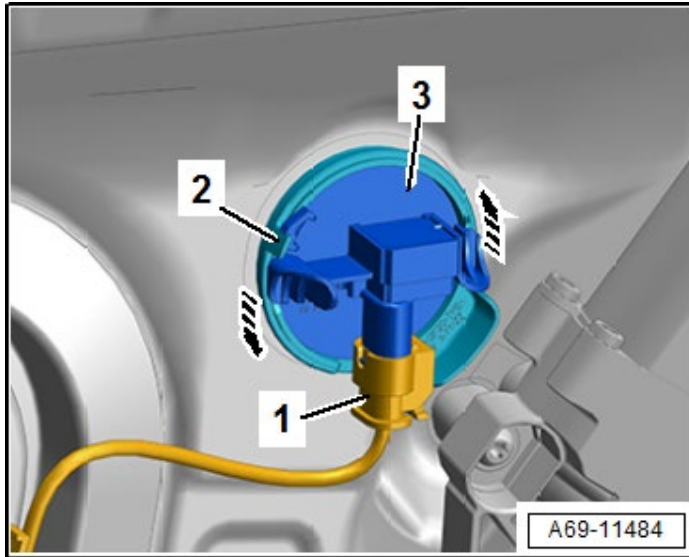
Inspecting airbag crash sensors:

WARNING

**There is a risk of injury.
Pyrotechnical components can deploy
unintentionally.**

Discharge static electricity by briefly touching the door striker.

- Ignition must be turned off.
- BOTH front crash sensors must be inspected.
- Disconnect the connector to the crash sensor.
- Inspect the airbag crash sensor connector locking tabs <arrows>:
- If both locking tabs are intact and not damaged:
 - No further work is required.
 - Proceed to Section C for reassembly instructions.
- If either locking tab is damaged or missing:
 - The crash sensor must be replaced.
 - Proceed to the next step.



Replacing crash sensor:

⚠ WARNING

**There is a risk of injury.
Pyrotechnical components can deploy
unintentionally.**

Discharge static electricity by briefly touching the door striker.

- Release the catch <2> and crash sensor <3> approximately 45° counter-clockwise in direction of <arrows>.
- Disengage the thorax airbag crash sensor from the door and remove.

⚠ CAUTION

**Risk of malfunction of the crash sensor
(pressure) due to leaks.**

Make sure that the door does not have leaks.

- Install the new sensor in the reverse order of removal.
- Make sure the seal on the sensor is seated correctly. Replace the crash sensor if seal is damaged or deformed.

⚠ WARNING

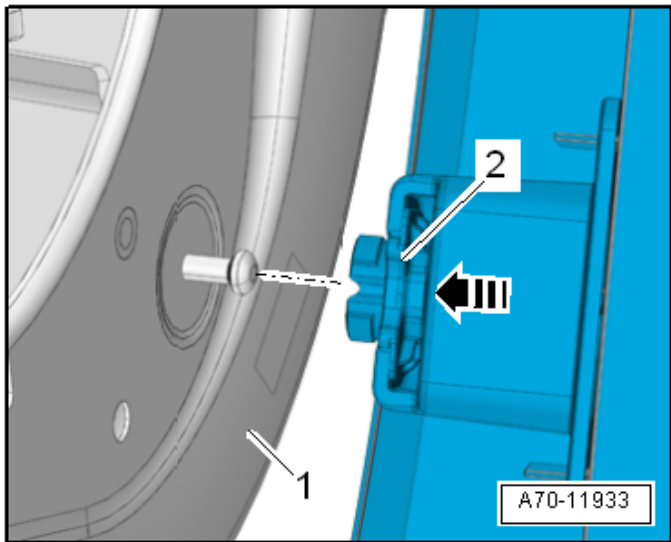
**There is a risk of injury.
Pyrotechnical components can deploy
unintentionally.**

Discharge static electricity by briefly touching the door striker.

- Engage the thorax airbag crash sensor in the door.
- Turn the locking mechanism for the crash sensor clockwise.
- The tabs must engage audibly.
- Connect and lock the connector.
- Ensure wires are not pinched.

Proceed to Section C

Section C – Vehicle Reassembly



Install in reverse order of removal and note the following:

- Position the door trim on the window recess and press it down firmly.
- Carefully position the door trim panel clips <2> all around the door <1> and press the door trim panel onto the door until it engages audibly on the mounting points in direction of <arrows>.
- Torque door panel bolts to 2.5 Nm.

Proceed to Section D

Section D – 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 E**

Section E - 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.