

# Safety Recall

## Code: 69DY



**Subject** Passenger Frontal Airbag

**Release Date** December 13, 2022

**Affected Vehicles**

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2016	2016	A3 CABRIOLET	16
USA	2016	2016	A3 ETRON	119
USA	2016	2016	A3 SEDAN	354
USA	2017	2017	R8 COUPE	2
USA	2016	2016	S3 SEDAN	83
USA	2016	2016	TT COUPE	71
USA	2016	2016	TT ROADSTER	23
CAN	2016	2016	A3 CABRIOLET	1
CAN	2016	2016	A3 ETRON	8
CAN	2016	2016	A3 SEDAN	16
CAN	2016	2016	S3 SEDAN	5
CAN	2016	2016	TT COUPE	3
CAN	2016	2016	TT ROADSTER	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** In the event of a crash with airbag deployment, the front passenger airbag may explode or deploy improperly. An inflator explosion may result in sharp metal fragments striking occupants, resulting in serious injury or death. An improper airbag deployment may not properly restrain the occupant, increasing their risk of injury in a crash.

**Corrective Action** Replace the front passenger airbag.

**Precautions** Audi recommends avoiding use of the front passenger seat whenever possible until the recall repair has been performed.

**Code Visibility** On August 05, 2022, the campaign code was applied to affected vehicles.

**Owner Notification** Owner notification will take place in December 2022. 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

<b>Parts Control Type:</b> <b>VIN to Order</b>	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul>
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<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>NO</b>	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	8S0-880-204-G	AIRBAG	VIN to Order
	4	N -911-832-01	BOLT	Free Order
02	1	4S0-880-204-F	AIRBAG	VIN to Order
	4	N -911-832-01	BOLT	Free Order
03	1	8V0-880-204-H	AIRBAG	VIN to Order
	4	N -908-877-03	FLANGE NUT	Free 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.

<b>Service Number</b>	69DY		
<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 AIRBAG* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6959 55 99	90	Replace passenger airbag
	2706 89 50	10	Connect battery charger (if necessary)
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8S0880204G	AIRBAG*
	4.00	N 91183201	BOLT

Continued on next page

Criteria I.D.	02		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6959 55 99	70	Replace passenger airbag
	2706 89 50	10	Connect battery charger (if necessary)
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4S0880204F	AIRBAG*
	4.00	N 91183201	BOLT
Criteria I.D.	03		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	6959 55 99	70	Replace passenger airbag
	2706 89 50	10	Connect battery charger (if necessary)
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	8V0880204H	AIRBAG*
	4.00	N 90887703	FLANGE NUT

## 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:** 22V543

**Subject: Safety Recall 69DY – Passenger Frontal 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 a defect, which relates to motor vehicle safety, exists in certain 2016-2017 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** In the event of a crash with airbag deployment, the front passenger airbag may explode or deploy improperly. An inflator explosion may result in sharp metal fragments striking occupants, resulting in serious injury or death. An improper airbag deployment may not properly restrain the occupant, increasing their risk of injury in a crash.

**What will we do?** To correct this defect, your authorized Audi dealer will replace the passenger frontal airbag. 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 work. 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.

**Precautions you should take** Audi recommends avoiding use of the front passenger seat whenever possible until the recall repair has been performed.

**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:** 2022-403

**Subject:** Safety Recall 69DY – Passenger Frontal 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 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?** In the event of a crash with airbag deployment, the front passenger airbag may explode or deploy improperly. An inflator explosion may result in sharp metal fragments striking occupants, resulting in serious injury or death. An improper airbag deployment may not properly restrain the occupant, increasing their risk of injury in a crash.

**What will we do?** To correct this defect, your authorized Audi dealer will replace the passenger frontal airbag. 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 work.

**Precautions you should take** Audi recommends avoiding use of the front passenger seat whenever possible until the recall repair has been performed.

**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.

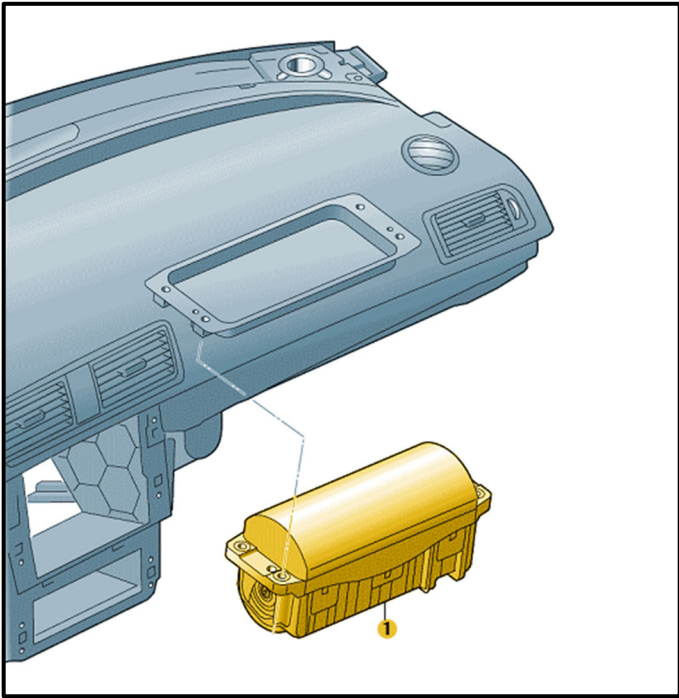
**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

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



- Replace passenger frontal airbag.

### 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.



## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
→ <b>3</b>	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!** 

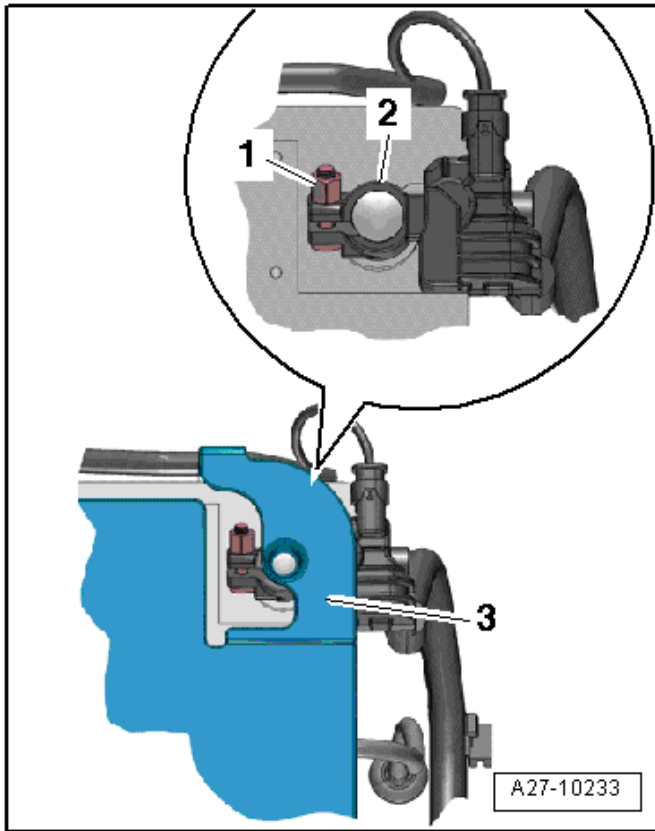
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **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.

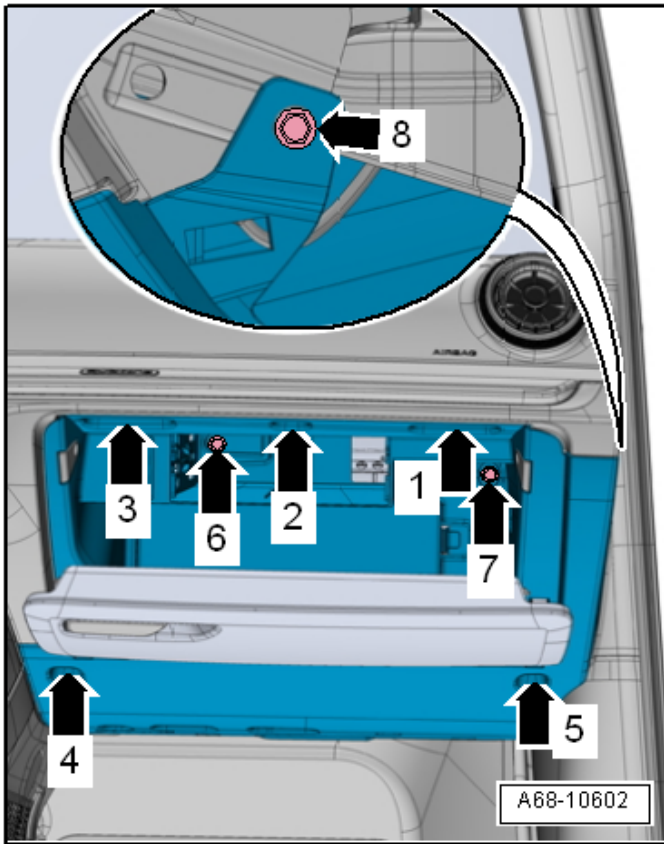


### Disconnect the 12V battery:

#### **⚠ WARNING**

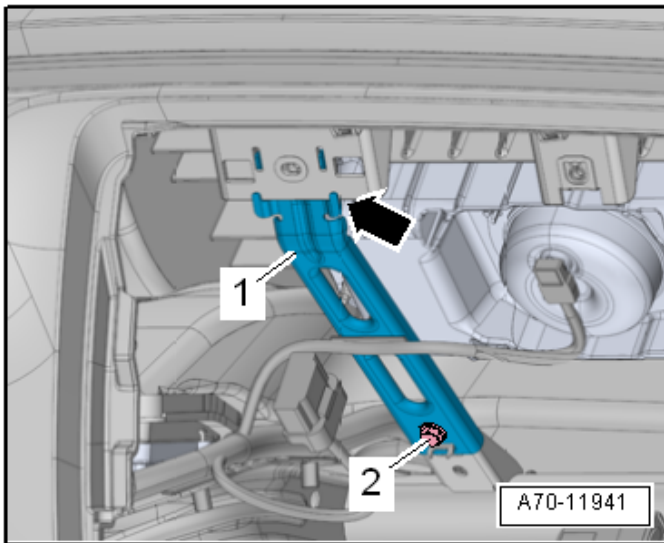
Accident risk. When working on pyrotechnic components (such as airbags and belt tensioners), the battery must be disconnected with the ignition switched **ON**.

- Turn the ignition **ON**.
- Access the 12V battery.
- Loosen the nut <1>.
- Remove and isolate the battery ground cable terminal from the battery pole.



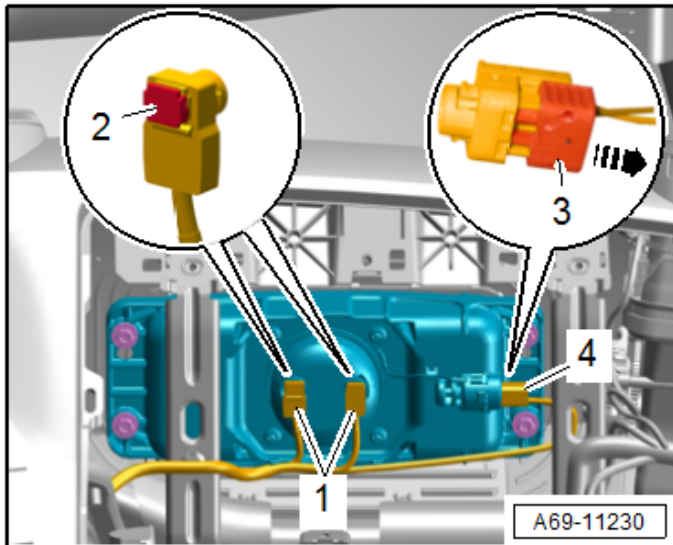
#### Remove glove compartment:

- See ELSA Repair Manual: *Repair manual > Body > Body Interior > 68 Interior Equipment > Storage Compartments and Covers > Glove Compartment, Removing and Installing*



#### Remove support (A3/TT models):

- Unclip the wires from the instrument panel support.
- Remove the bolt <2>.
- Disengage the support <1> at the instrument panel <arrow> and remove it.

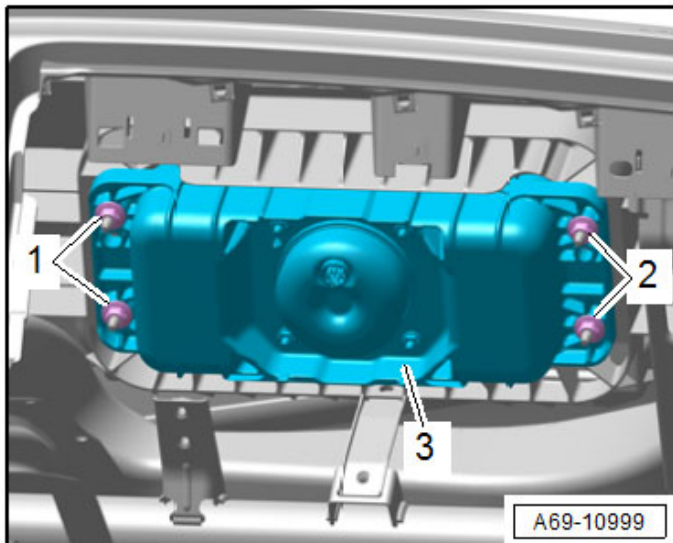


### Disconnect connectors from passenger frontal airbag:

#### **⚠ 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.

- Release the connector lock <2> with a small screwdriver <arrow>.
- Disconnect the connectors <1> on the Front Passenger Airbag Igniter 1 -N131- and Front Passenger Airbag Igniter 2 -N132- and (if equipped) Front Passenger Airbag Release Valve Igniter -N491-.



### Remove passenger frontal airbag:

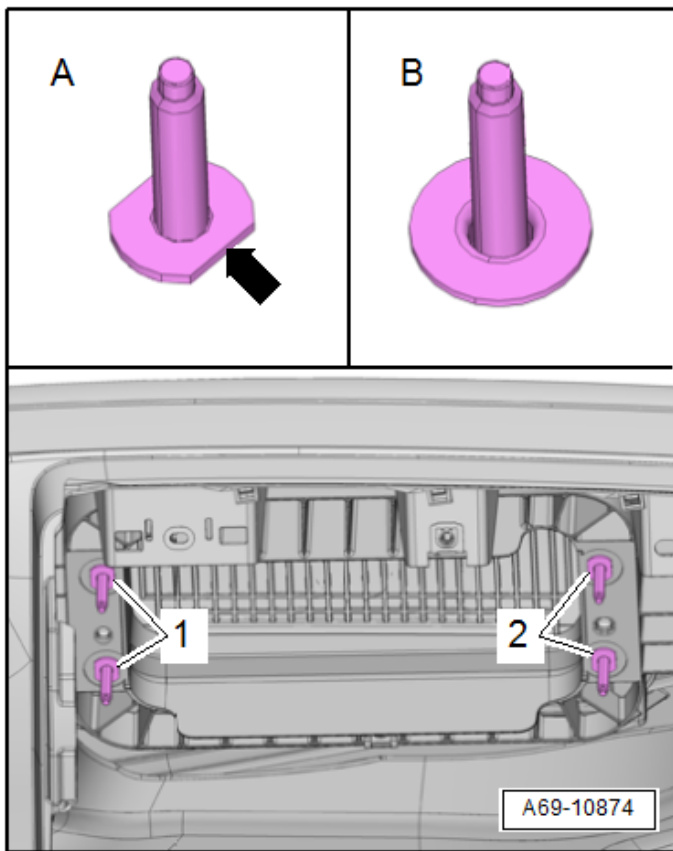
#### **⚠ WARNING**

Secure the airbag unit from falling.

- Remove the fasteners <1 and 2>.
- Remove the passenger airbag <3> downward.

#### **⚠ WARNING**

Set the airbag down so the airbag fabric faces upward.



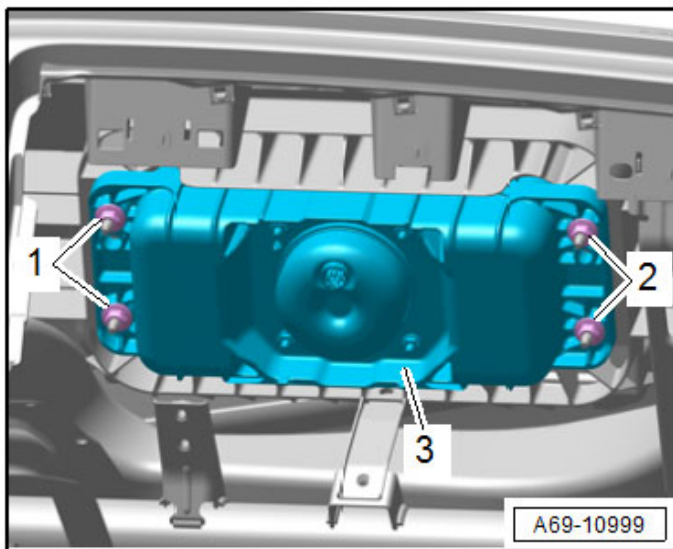
**Check threaded connections (A3 models only):**

- Check that the threaded bushings <1 and 2> are seated correctly on the airbag pins:
  - Version A: retighten the threaded connection with the flat spot -arrow- if necessary to 2 Nm.
  - Version B: do not retighten the round threaded connection.

**⚠ CAUTION**

**There is a risk of malfunctions do to a faulty ground connection.**

The threaded pins and contact surface must be free of paint, coating, and corrosion, the threaded connection serves as the ground connection for the airbag.

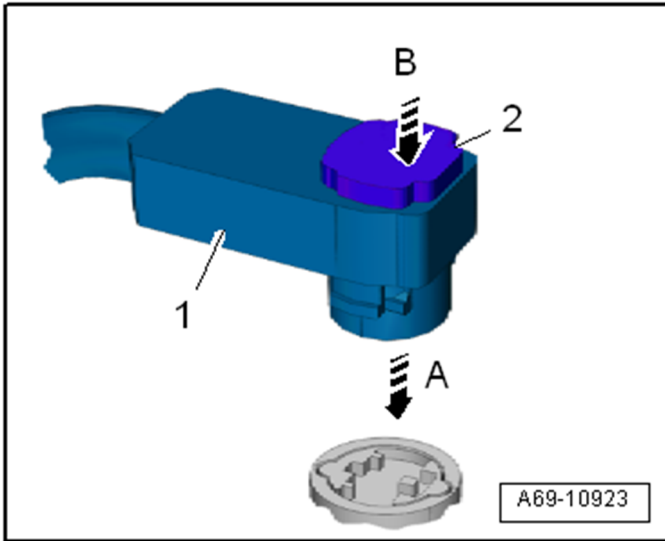


**Install new passenger frontal airbag:**

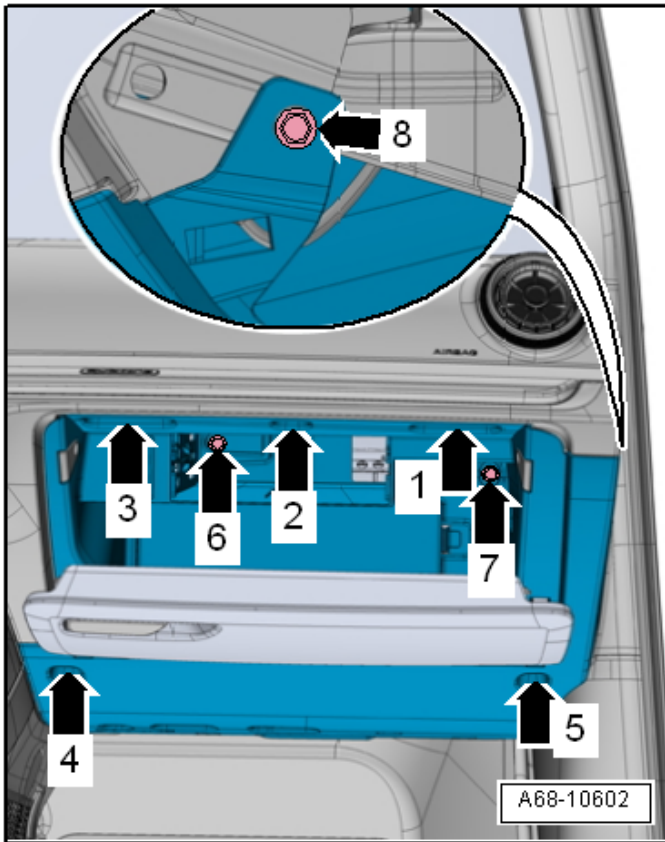
Crit.	Part Number	Part Description
01	8S0-880-204-G	Airbag
	N -911-832-01	Bolt (x4)
02	4S0-880-204-F	Airbag
	N -911-832-01	Bolt (x4)
03	8V0-880-204-H	Airbag
	N -908-877-03	Flange nut (x4)

- Installation is the reverse order of removal.
- Replace fasteners and torque as follows:

Model	Torque Specification
TT	8 Nm
R8	9 Nm
A3/S3	8 Nm

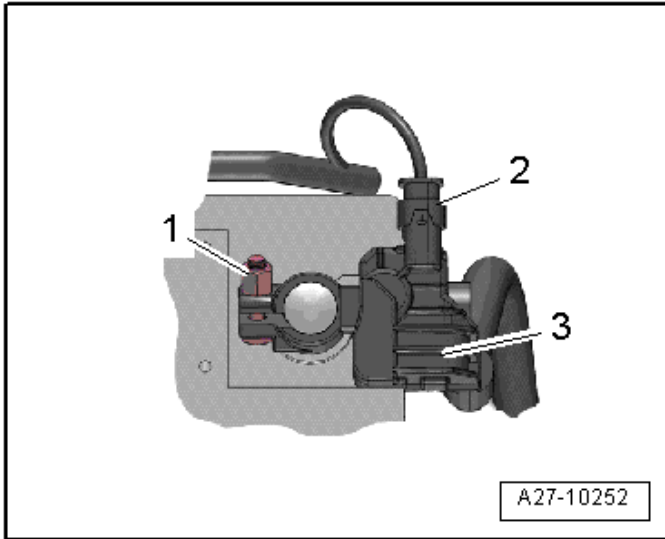


- Connect and lock electrical connectors.
- Ensure the locks audibly engage.
- Ensure the wires do not get caught.



**Reassemble vehicle:**

- Reassembly is the reverse order of removal.
- Torque support fasteners (A3/TT models) to 9 Nm.
- Torque glove compartment fasteners to 6 Nm.



### Reconnect 12V 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.

- 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-.
- Activate the convenience one-touch open/close functions.
- Check the DTC memories of all the control units and erase under-voltage faults if necessary.

### 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

**Ensure parts are returned to the parts department for parts return process.**

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.