

Technical Service Bulletin

Topic	69 Airbag warning light on, DTC B120E1B, B120E11
Market area	United States 444 Volkswagen of America, Inc. (6444)
Brand	Audi
Transaction No.	2072023/3
Level	EH
Status	Released for publishing
Release date	Oct 7, 2025

Diagnostic trouble codes

Diagnostic address	Diagnostic trouble code	Fault symptom	Storage state
0015 - Airbag	B120E1B: driver airbag release valve igniter Resistance too high		Intermittent
0015 - Airbag	B120E11: driver airbag release valve igniter Short circuit to Ground (GND)		static
0015 - Airbag	B120E1B: driver airbag release valve igniter Resistance too high		static
0015 - Airbag	B120E11: driver airbag release valve igniter Short circuit to Ground (GND)		Intermittent

New customer code

Object of complaint	Complaint type	Position
information, navigation, communication, entertainment -> warning display symbols -> airbag system warning display	functionality -> activates without cause	
information, navigation, communication, entertainment -> warning display symbols -> airbag system warning display	functionality -> activates	
information, navigation, communication, entertainment -> malfunction display symbols -> rain/light recognition sensor malfunction display	functionality -> activates without cause	
information, navigation, communication, entertainment -> malfunction display symbols -> emissions control system malfunction display	functionality -> activates	

Vehicle data

Q5, Q5 Sportback

Sales types

Type	MY	Brand	Designation	Engine code	Gearbox code	Final drive code
FY*	2021	A		*	*	*
FY*	2022	A		*	*	*
FY*	2023	A		*	*	*
FY*	2024	A		*	*	*

Documents

Document name
master.xml

Condition

REVISION HISTORY		
Revision	Date	Purpose
3	-	Revised <i>Condition</i> (Added possible DTC)
2	11/22/2024	Revised <i>Technical Background</i> (Modify technical background) Revised <i>Production Solution</i> (Modify production solution) Revised <i>Service</i> (Modify service) Revised <i>Warranty</i> (Modify warranty table)
1	11/15/2023	Initial publication

Customer states:

- The airbag warning light is on.

Workshop findings:

The following DTC is stored in the airbag control module, -J234- (diagnostic address 0015):

- DTC B120E1B:** Driver airbag release valve igniter resistance too high

AND/OR

- DTC B120E11:** Igniter for driver airbag release valve, short circuit to ground.

Technical Background

Non-optimal wiring routing causes tension on the release valve connector. This leads to increased resistance during vibrations, which results in an event memory entry being logged.

Production Solution

Week 45/2023.

Service

- Remove the driver airbag.
- Check the routing of the wiring inside the driver airbag. Pay attention to the area around the release valve (Figures 1, 2).



Figure 1. Check the routing of the wiring inside the driver airbag.



Figure 2. Check the routing of the wiring inside the driver airbag.

3. Replace the airbag wiring harness. Make sure that you route the wiring in such a way that it does not create tension.

When billing, please always attach a photo that clearly shows the complaint to Doc-It. To ensure a reference to the vehicle, the photo must include the VIN number and the date.

The photo must not be edited. The photo should be in focus and be taken with sufficient illumination. A high resolution is not necessary.

If appropriate, please mark the location of the problem so that parts analysis have a clear reference to the complaint.

Please ensure that the photo documentation does not show any people and/or faces, vehicle registration numbers (license plates) or customer data.

Warranty

Claim Type:	If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.
--------------------	---

Service Number:	9766		
Damage Code:	0029		
Labor Operations:	Driver airbag unit remove+reinstall	6958 1900	See SRT with associated operations
	Driver airbag harness replace	9766 5599	10 TU
	GFF	0150 0060	Time stated on the diagnostic protocol
	Charge battery	2706 8950	See SRT with associated operations
Claim Comment:	As per TSB 2072023/3		

All warranty claims submitted for payment must be in accordance with the *Audi Warranty Policies and Procedures Manual*. Claims are subject to review or audit by Audi Warranty.

Additional Information

All parts and service references provided in this TSB (**2072023**) are subject to change and/or removal.

©2025 Audi of America, Inc. All rights reserved. The information contained in this document is based on the latest information available at the time of printing and is subject to the copyright and other intellectual property rights of Audi of America, Inc., its affiliated companies, and its licensors. All rights are reserved to make changes at any time without notice. No part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, nor may these materials be modified or reposted to other sites without the prior expressed written permission of the publisher.