



# Technical Service Bulletin

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## 69 Airbag warning light on, difficult to activate horn, B120E11, B100011

69 23 03 2072076/1 November 17, 2023.

| Model(s)         | Year        | VIN Range | Vehicle-Specific Equipment |
|------------------|-------------|-----------|----------------------------|
| A3, S3, and RS 3 | 2022 – 2024 | All       | Not Applicable             |

## Condition

### Customer states:

- The airbag warning light is on.
- It is difficult to activate the horn at the six o'clock position.

### Workshop findings:

One of the following DTCs are stored in the airbag control module, -J234- (address word 0015):

- **DTC B120E11:** driver airbag release valve igniter Short circuit to Ground (GND)
- **DTC B100011:** driver airbag igniter Short circuit to Ground (GND)

## Technical Background

Incorrect routing of the driver airbag wire harness.

## Production Solution

Improved routing of the airbag wire harness.

## Service

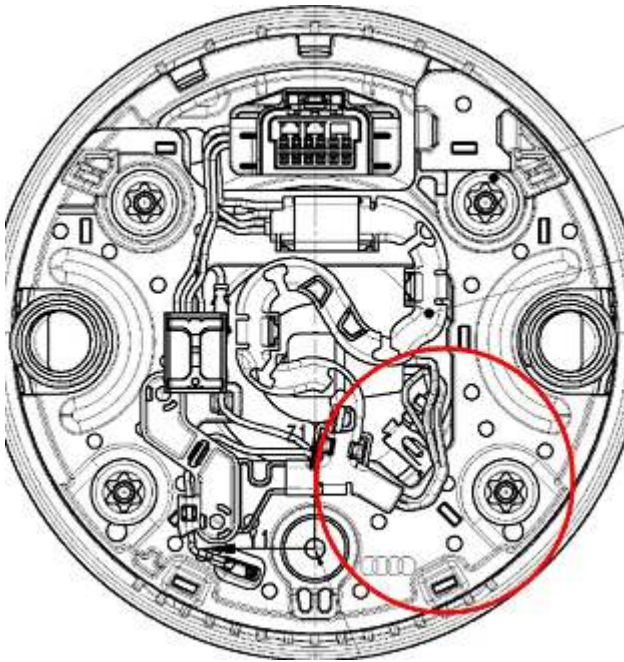
1. Remove the driver airbag according to: *Elsa>>Repair manual>>Body>>Body Interior>>69 Passenger Protection, Airbags, Seat belts>>Driver Side Airbag>>Airbag Unit with igniter, Removing and Installing.*
2. Inspect the routing of the driver airbag wire harness. Pay close attention to the wire routing in the following two areas (Figures 1-5).

### Round airbag:

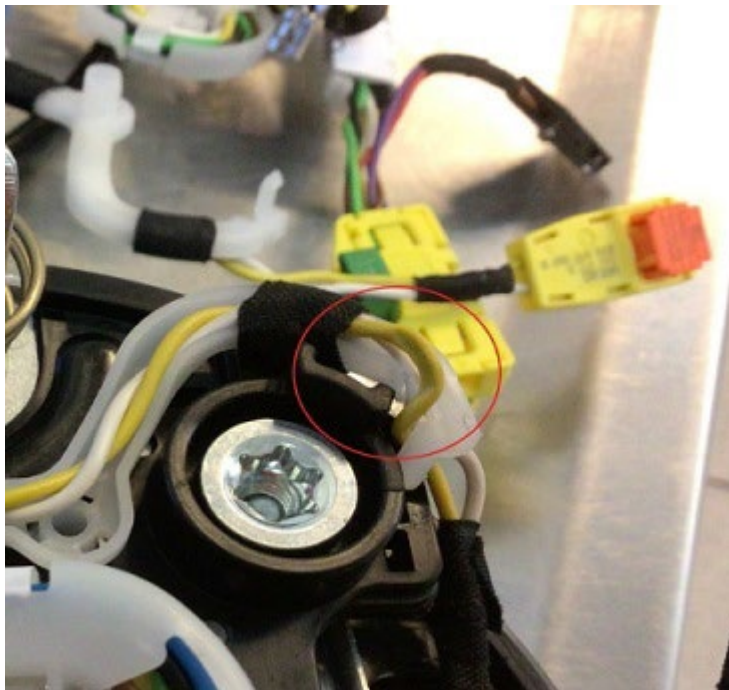


# Technical Service Bulletin

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**Figure 1.** *Inspect wire harness for damage and routing in the circled area.*

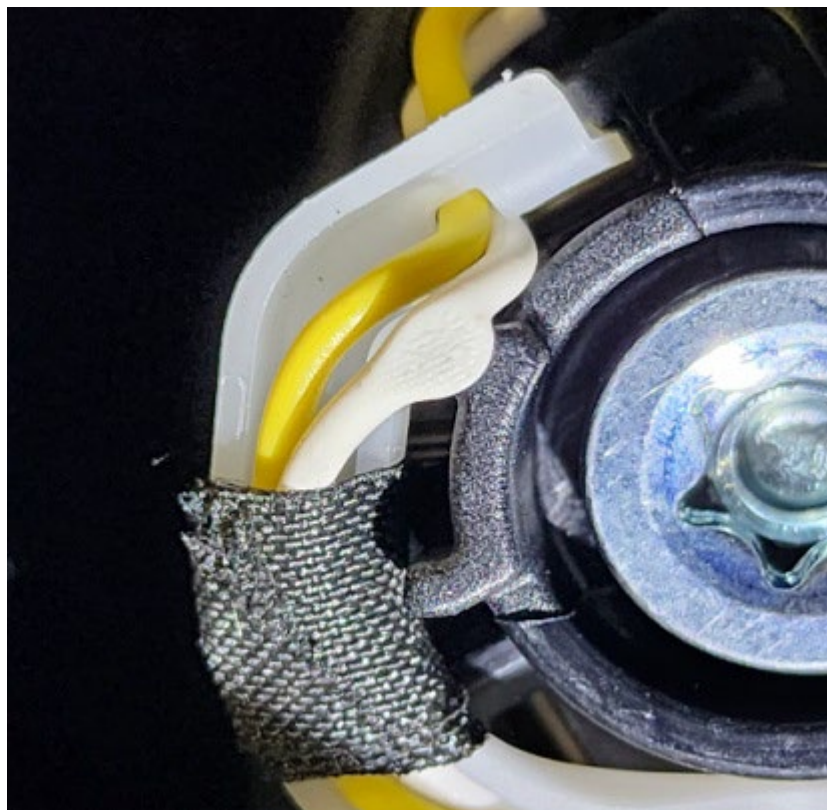


**Figure 2.** *Damaged wire harness.*



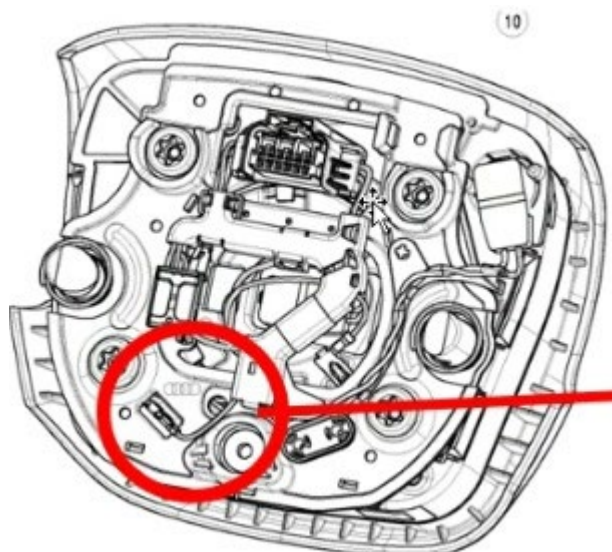
# Technical Service Bulletin

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**Figure 3.** Damaged wire harness.

**Square airbag:**

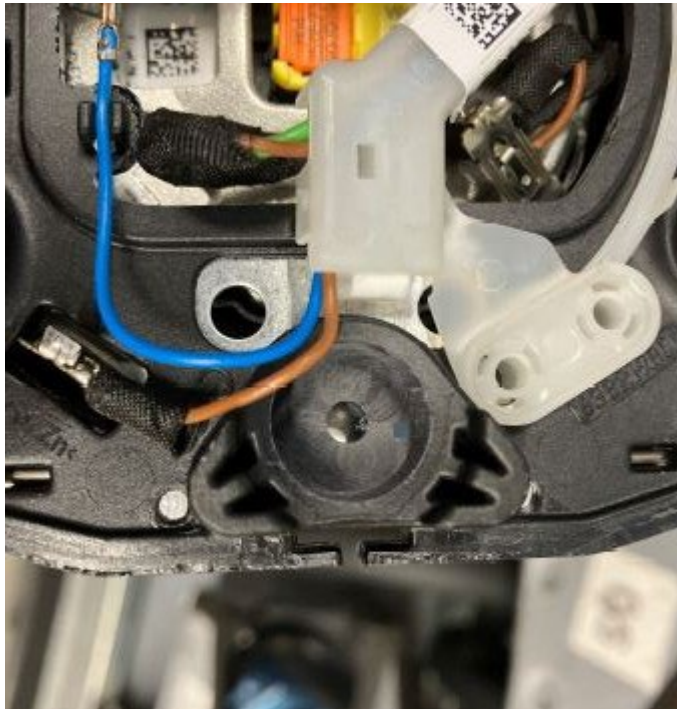


**Figure 4.** Inspect wire harness for damage and routing in the circled area.



# Technical Service Bulletin

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**Figure 5.** Check airbag wire harness for damage and routing.

3. Replace the driver airbag wire harness and observe the cable routing when reinstalling the driver airbag.
4. After reinstalling the driver airbag, clear all fault codes.

## Warranty

|                          |                                                                                                                                                                                                                                                        |           |                                    |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------|
| <b>Claim Type:</b>       | <ul style="list-style-type: none"><li>• 110 Up to 48 Months/50,000 Miles.</li><li>• G10 for CPO Covered Vehicles – Verify Owner.</li><li>• If the vehicle is outside of any warranty, this Technical Service Bulletin is informational only.</li></ul> |           |                                    |
| <b>Service Number:</b>   | 9766                                                                                                                                                                                                                                                   |           |                                    |
| <b>Damage Code:</b>      | 0024                                                                                                                                                                                                                                                   |           |                                    |
| <b>Labor Operations:</b> | Driver airbag unit remove+reinstall                                                                                                                                                                                                                    | 6958 1900 | See SRT with associated operations |
|                          | Driver airbag harness replace                                                                                                                                                                                                                          | 9766 5599 | 10 TU                              |



# Technical Service Bulletin

|                  |                                          |              |                                                    |
|------------------|------------------------------------------|--------------|----------------------------------------------------|
| Diagnostic Time: | GFF                                      | 0150 0060    | Time stated on the diagnostic protocol (Max 30 TU) |
|                  | Road test prior to the service procedure | No allowance | 0 TU                                               |
|                  | Road test after the service procedure    | No allowance | 0 TU                                               |
| Claim Comment:   | As per TSB 2072076/1                     |              |                                                    |

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.

## Required Parts and Tools

| Always check with your Parts Department and/or ETKA for the latest information and parts bulletins. |                                                                    |               |
|-----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|---------------|
| Part Number                                                                                         | Part Description                                                   | Quantity      |
| See ETKA                                                                                            | Fasteners, Bolts, Nuts, and Screws as needed per the Repair Manual | See ETKA/ELSA |
| 8Y0971589                                                                                           | Airbag harness                                                     | 01            |
| or                                                                                                  |                                                                    |               |
| 83A971589B                                                                                          | Airbag harness                                                     | 01            |

| Tool Number       | Tool Description                                         |
|-------------------|----------------------------------------------------------|
| VAS 6160/VAS 6150 | VAS tester with the current version of ODIS (Windows 10) |

## Additional Information

All parts and service references provided in this TSB (**2072076**) are subject to change and/or removal.

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