



Date: September 26, 2016
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager & Parts Manager
From: Audi Customer Protection
Subject: Upcoming Safety Recall 72F8 – Third Row Seat
Certain 2017 Model Year Audi Q7 Vehicles

We would like to inform you of an upcoming Safety Recall. Please refer to the attached Campaign Data Sheet for additional information.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

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.

If you have any questions or require additional assistance, please contact Warranty. As always, any press inquiries should be directed to Audi Public Relations.

Audi Customer Protection

Attachment: Campaign Data Sheet (1)



Audi

CAMPAIGN DATA SHEET

CAMPAIGN TYPE	Safety Recall
SAGA CODE	72F8
MARKET(S)	United States and Canada
AFFECTED VEHICLES	Certain 2017 MY Audi Q7
TOPIC	Third Row Seat
PROBLEM DESCRIPTION	The third row seat may move forward if subject to high loading, such as in a frontal collision. As a result, it may not adequately restrain an occupant and would increase the risk of injury.
CORRECTIVE ACTION	Install an additional support bracket to the third row seat.
PRECAUTIONS	Until this recall repair has been performed, do not allow any passengers to use the third row seat in the vehicle.
CUSTOMER NOTIFICATION DATE	October 2016
ELSA VISIBILITY DATE	On or about September 27, 2016
OMD Web VISIBILITY DATE	On or about September 27, 2016
TOTAL AFFECTED VEHICLE COUNT	USA: 19,205 CANADA: 3,018
APPROXIMATE REPAIR TIME	Up to 50 TU
PARTS REQUIRED	SEE CAMPAIGN WORK PROCEDURE
INITIAL PARTS ALLOCATION DATE	Parts will be allocated for inventory vehicles only. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, submit requests for additional parts via email to upperorderlimits@audi.com .
EXPIRATION DATE	NONE
ADDITIONAL INFORMATION	<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 before delivery to consumers.</p>