

Safety Recall

Code: 72F8



Subject	Third Row Seat
Release Date	September 27, 2016
Affected Vehicles	U.S.A. & CANADA: 2017 MY Audi Q7 <i>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 <u>only</u> valid campaign inquiry & verification source.</i> <ul style="list-style-type: none">✓ 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	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 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.
Parts Information	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 .
Code Visibility	<p>On or about September 27, 2016, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about September 27, 2016, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about September 27, 2016, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>
Owner Notification	Owner notification will take place in October 2016. Owner letter examples are included in this bulletin for your reference.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <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 <u>before</u> delivery to consumers.</p>

Claim Entry Instructions

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: Fax repair order to Warranty at (905) 428-4811.

Service Number	72F8													
Damage Code	0099													
Parts Vendor Code	002													
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90													
Causal Indicator	Mark support bracket as causal part*													
Vehicle Wash/Loaner	Do not claim wash/loaner under this action													
Criteria I.D.	4M													
	Install support bracket Labor operation: 7265 23 99 50 T.U.													
	<table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1.00</td> <td>N 10751701</td> <td>Bolt</td> </tr> <tr> <td>1.00</td> <td>4M0885237</td> <td>Support Bracket*</td> </tr> <tr> <td>1.00</td> <td>8F0857670A</td> <td>Felt strip</td> </tr> </tbody> </table>		Quantity	Part Number	Description	1.00	N 10751701	Bolt	1.00	4M0885237	Support Bracket*	1.00	8F0857670A	Felt strip
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The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2016 Audi of America, Inc. and Audi Canada. All Rights Reserved.

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: <INSERT NUMBER>

**Subject: Safety Recall 72F8 – Third Row Seat
Certain 2017 Model Year Audi Q7**

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 2017 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To help correct this defect, your authorized Audi dealer will install an additional support bracket to the third row seat. This work will take about an hour to complete and will be performed for you free of charge.
- 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** Until this recall repair has been performed, do not allow any passengers to use the third row seat in the vehicle.
- 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. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall Safety Recall 72F8 – Third Row Seat
Certain 2017 Model Year Audi Q7**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2017 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** 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.
- What will we do?** To help correct this defect, your authorized Audi dealer will install an additional support bracket to the third row seat. This work will take about an hour to complete and will be performed for you free of charge
- What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair.
- Precautions you should take** Until this recall repair has been performed, do not allow any passengers to use the third row seat in the vehicle.
- 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 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. Thank you for your continued loyalty!

Sincerely,

Audi Customer Protection

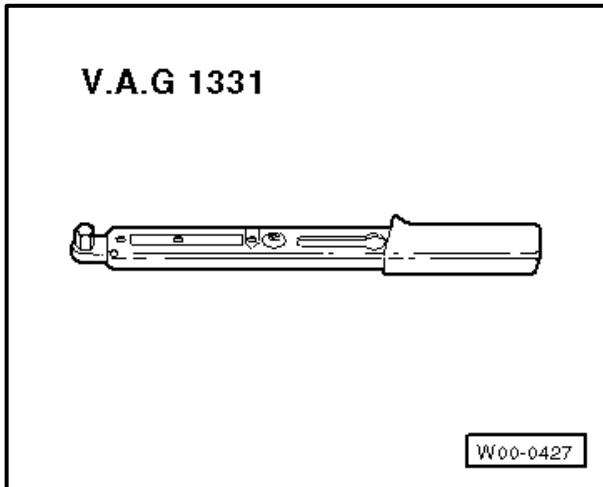
NOTE

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.

Required Parts

<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
1	N 107 517 01	Bolt
1	4M0 885 237	Support Bracket
1	8F0 857 670 A	Felt Strip

Required Tools



- Torque Wrench 1331 5-50Nm -VAG1331- (or equivalent).

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

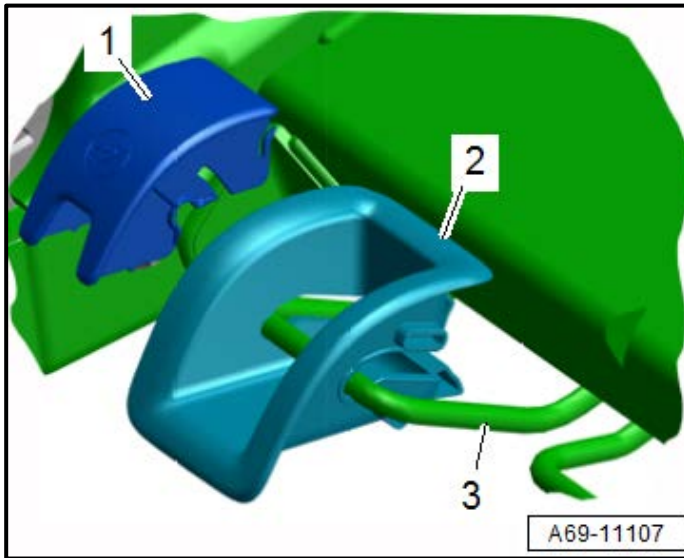
TIP

On the date of repair, print this screen and keep a copy with the repair order.

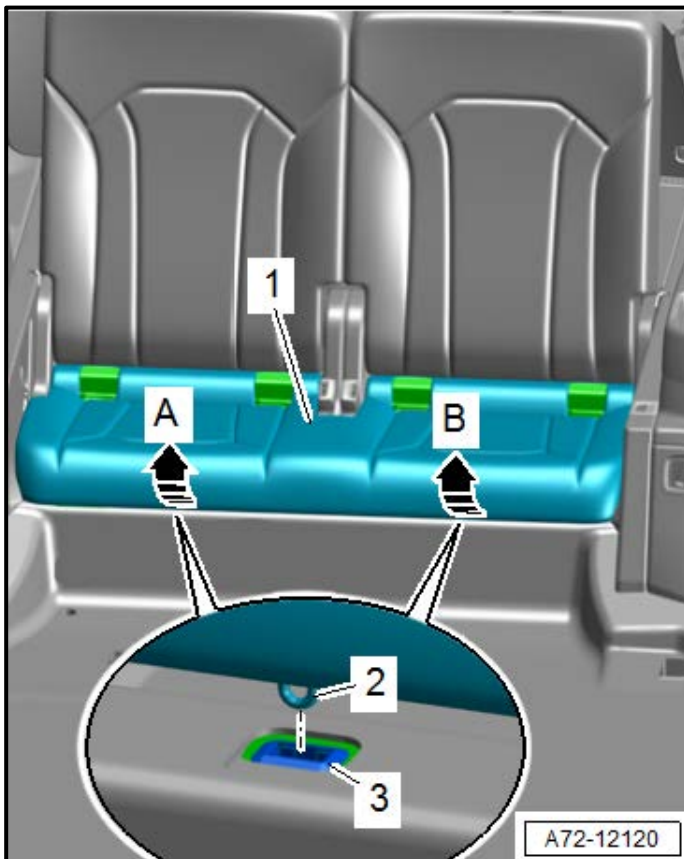
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

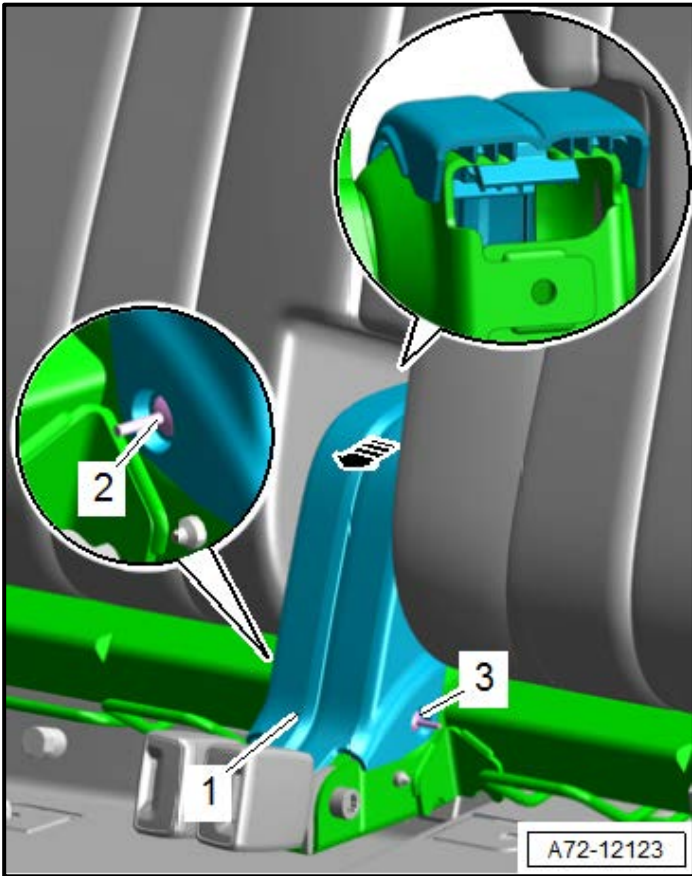
Section B – Repair Procedure



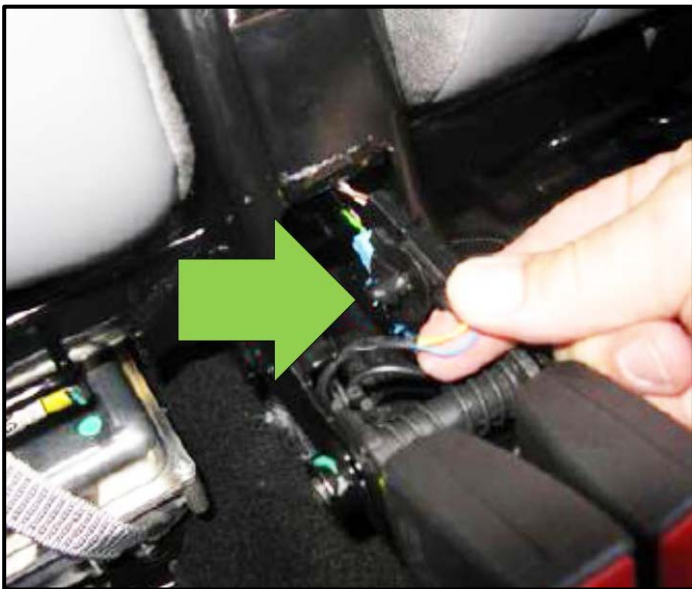
- Unclip all 3rd row child seat anchor caps <1> from the anchors <3>.
- Remove all guides <2> by pushing them downward and disengaging them from the child seat anchors <3>.



- Grasp the seat cushion with both hands on one side under the seat cushion frame.
- Pull the seat cushion <1> up forcefully with both hands in direction of <arrow A> so the wire hooks <2> on the seat cushion frame release from the mounting grommet <3>.
- Repeat the procedure on the opposite side <arrow B>.
- Disengage the seat cushion from the seat frame and remove it from the vehicle.



- Remove the seat frame tunnel-side trim panel <1> with a pocket screwdriver (or equivalent) to remove the expanding clips <2 and 3> and disengage the panel <1> forward off the seat frame <arrow>.



NOTE

- The belt-fastened wiring harness in the seat must be relocated behind the support bracket.
- It is only necessary to remove the left or the right plug-in connector.
- Carefully detach the belt-fastened sensor wiring harness retainer <arrow> from the seat frame.

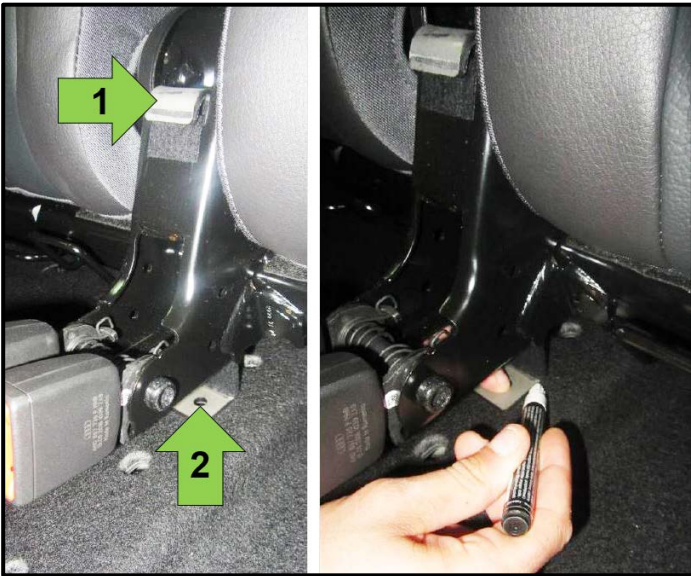


- Apply a section of felt tape (approximately 35mm x 40mm) to the seat frame in the area shown <arrow>.

Part Number	Part Description
8F0 857 670 A	Felt Strip



- Fold the felt tape over so that there is at least 1.5 cm vertically on both sides.



- Place the top hook of the support bracket on the lip in the seat frame <arrow 1>.
- Align the hole in the support bracket <arrow 2> with the hole in the carpet.
- Using a paint marker (or equivalent), outline the front and sides of the support bracket base.



- Using a utility knife (or equivalent), cut the outlined area of the carpet (35mm x 35mm).



NOTE

When installing the support bracket, ensure it does not touch center bracket on either side.

- Install the support bracket into the seat frame.

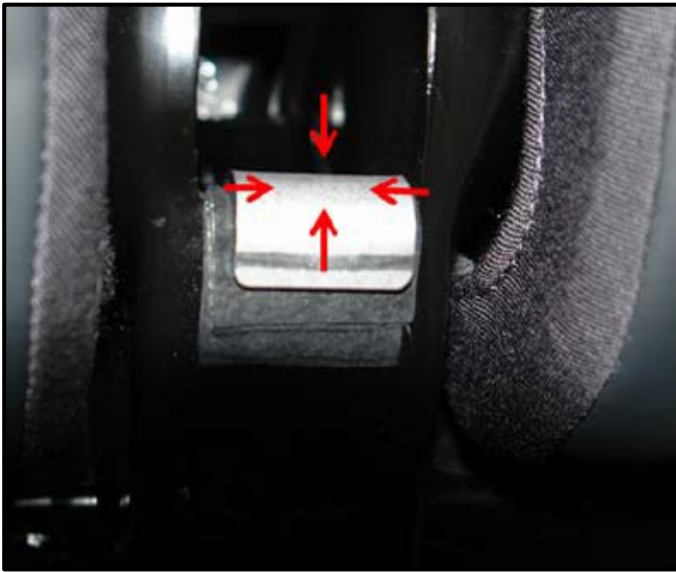


NOTE

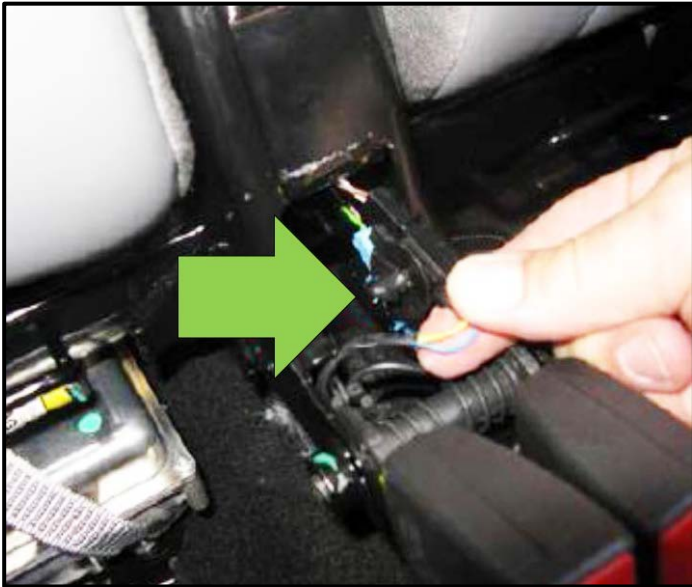
The cut out section of the carpet must be out of the way to ensure the support bracket base and the floor pan have metal-to-metal contact.

- Install the bolt and tighten to 30 Nm.

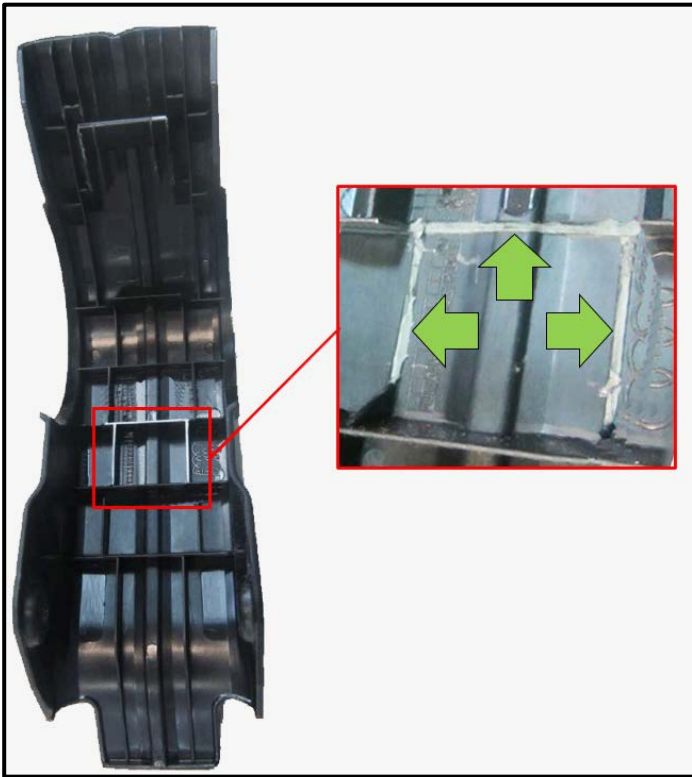
Part Number	Part Description
N 107 517 01	Bolt



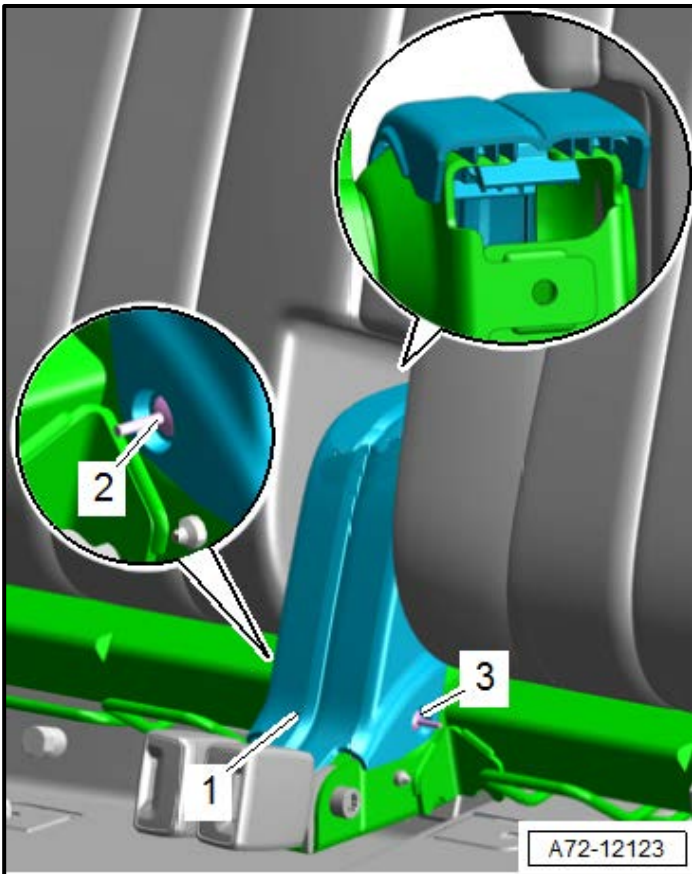
- Check support bracket for the presence of play, as shown in photo
 - If no play is present, continue with the procedure.
 - If play is present, remove the support bracket and attach more felt strips until no play is present.



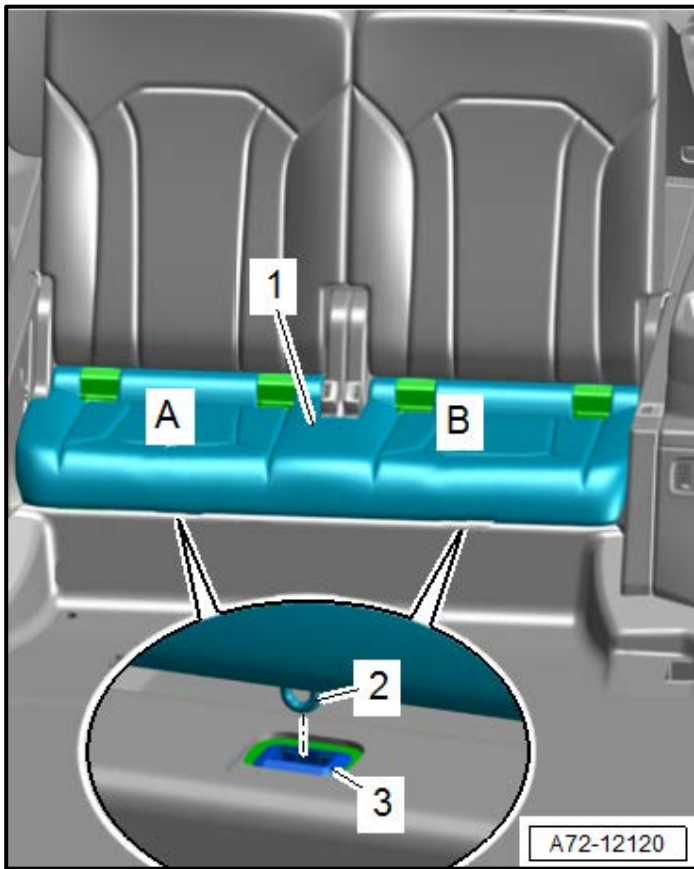
- Route and secure the belt-fastened sensor wiring harness <arrow> behind the bracket.



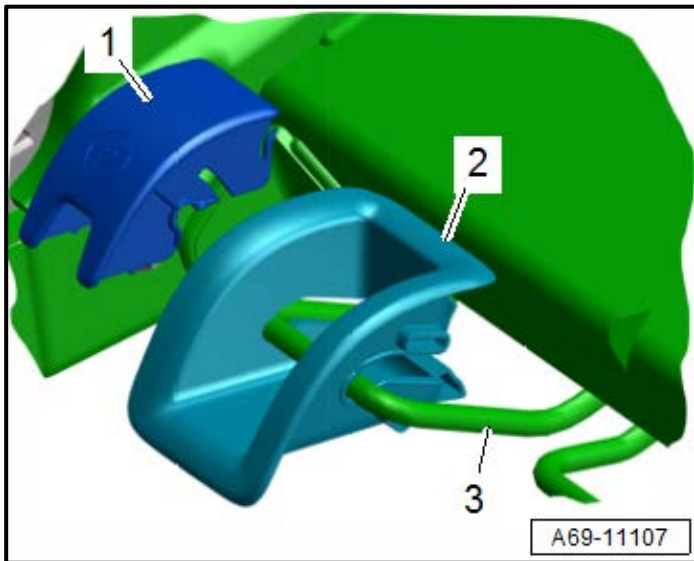
- Turn over the trim panel to view the area outlined in red.
- Using a pair of side-cutting pliers (or equivalent), cut away the inner ribs <arrows> as shown.



- Reinstall the seat frame tunnel-side trim panel <1> to the seat frame.
- Reinstall the expanding clips <2 and 3>.



- Reinstall the seat cushion <1> to the seat frame.
- Push the cushion down forcefully with both hands at positions <A> and so the wire hooks <2> on the seat cushion frame are secured in the mounting grommets <3>.



- Reinstall the child seat anchor guide <2> and the child seat anchor cap <1> securely on the guide.
- **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.

WORK IS COMPLETE