

# Safety Recall

## Code: 70G6



Audi

**REVISION**

<b>Subject</b>	Door Speaker Trim
<b>Release Date</b>	March 02, 2018
<b>Revision Summary</b>	<b>Work procedure and claiming instructions updated to include installation of new speaker trim.</b>
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2017-2018 MY Audi A4 &amp; allroad Certain 2018 MY Audi A5 Sportback</b>  <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 &amp; verification source.</i> <ul style="list-style-type: none"><li>✓ Campaign status must show "open."</li><li>✓ 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.</li></ul>
<b>Problem Description</b>	The aluminum trim on the front and rear door speaker covers can come loose. Loosened trim may bend away from the speaker cover and could expose sharp edges. Injury (such as a cut or puncture) could occur if someone came into contact with one of these sharp edges.
<b>Corrective Action</b>	Replace the trim on the affected door speakers.
<b>Precautions</b>	Due to the very sharp edges on the aluminum trim, only an authorized Audi dealer should remove it from the speaker covers. Owners should use extreme caution around the speaker trim until the recall has been performed and should NOT attempt trim removal on their own.
<b>Parts Information</b>	Parts will be allocated prior to owner notification. If allocated parts have been used and your dealership is at the weekly Upper Order Limit, please submit the backordered sales document number to <a href="mailto:upperorderlimits@audi.com">upperorderlimits@audi.com</a> to have additional parts released.
<b>Code Visibility</b>	On or about November 10, 2017 affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on <a href="http://www.accessaudi.com">www.accessaudi.com</a> & OMD Web). A list was not posted for dealers who did not have any affected vehicles.  On or about November 10, 2017, this campaign code showed open on affected vehicles in Elsa.  On or about November 10, 2017, affected vehicles were identified with this campaign code in the VIN Lookup tool at <a href="http://www.audiusa.com">www.audiusa.com</a> and on the NHTSA VIN lookup tool at <a href="http://www.safercar.gov">www.safercar.gov</a> .
<b>Owner Notification</b>	Owners of vehicles that did not have the speaker trim removed under an interim repair will be notified in March 2018.  Owners of vehicles that have had the speaker trim removed under an interim repair will be notified at a later date (via a Service Action) to have new trim installed once sufficient parts stock becomes available.
<b>Additional Information</b>	<b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b>  <b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b>  <b><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</b>

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.

### 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.

<b>Service Number</b>	70G6						
<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 Speaker Grill Trim Kit as causal*						
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action						
<b>Vehicles will have more than one criteria. Claim all criteria on <u>one</u> claim.</b>							
<b>Criteria I.D.</b>	01 and 02						
	Replace aluminum trim on ALL four speaker covers.  Labor operation:      7014 55 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>8W0098460A</td><td>Speaker Grill Trim Kit*</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	8W0098460A	Speaker Grill Trim Kit*
Quantity	Part Number	Description					
1.00	8W0098460A	Speaker Grill Trim Kit*					

## Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 17V675

**Subject: Safety Recall 70G6 –Door Speaker Trim  
Certain 2017-2018 Model Year Audi A4 & allroad Vehicles and  
Certain 2018 Model Year Audi A5 Sportback Vehicles**

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 2017-2018 model year Audi A4 and allroad vehicles, and in certain 2018 model year Audi A5 Sportback vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The aluminum trim on the front and rear door speaker covers can come loose. Loosened trim may bend away from the speaker cover and could expose sharp edges. Injury (such as a cut or puncture) could occur if someone came into contact with one of these sharp edges.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the aluminum trim on the affected door speakers. 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](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** Due to the very sharp edges on the aluminum trim, only an authorized Audi dealer should remove it from the speaker covers. Owners should use extreme caution around the speaker trim until the recall has been performed and should NOT attempt trim removal on their own.
- 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.
- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- 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:** <VIN>

**Subject: Safety Recall 70G6 –Door Speaker Trim  
Certain 2017-2018 Model Year Audi A4 & allroad Vehicles, and  
Certain 2018 Model Year Audi A5 Sportback Vehicles**

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 2017-2018 model year Audi A4 and allroad vehicles, and in certain 2018 model year Audi A5 Sportback vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The aluminum trim on the front and rear door speaker covers can come loose. Loosened trim may bend away from the speaker cover and could expose sharp edges. Injury (such as a cut or puncture) could occur if someone came into contact with one of these sharp edges.
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- Reimbursement of Expenses** If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.
- 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

**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>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01, 02	1	8W0098460A	Speaker Grill Trim Kit

**Required Tools**

 <p>Wiring Harness Repair Set Hot Air Blower -VAS1978/14A- (or equivalent)</p>	 <p>Locking Needle Nose Pliers</p>
 <p>Leather Work/Safety Gloves</p>	

## Repair Instruction

### Section A - Check for Previous Repair

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

**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.

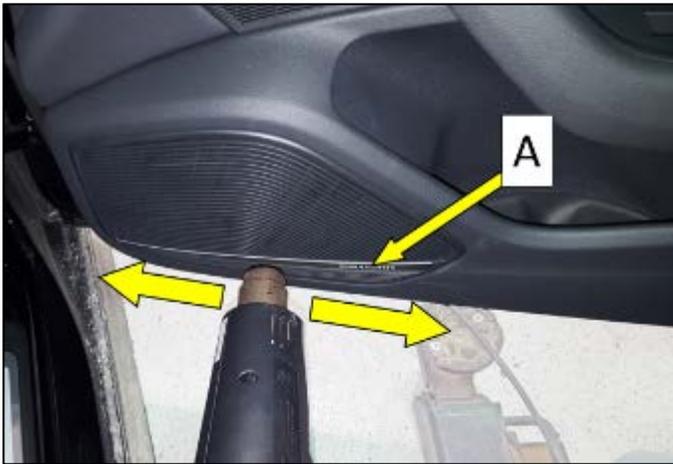
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**Proceed to Section B**

## Section B – Speaker Trim Removal (from all four doors) Criteria 01 and 02

### 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.
- 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.



### WARNING

- The speaker trim being removed is extremely sharp and will be hot after being heated.
  - Use extreme caution when removing the trim as the trim has very sharp edges.
  - To avoid injuries, use leather gloves when removing and handling the trim.
- 
- Set the Hot Air Blower -VAS1978/14A- fan speed to high and the heat setting at 4 (or medium-high heat).
  - Using Hot Air Blower -VAS1978/14A- (or equivalent), heat the length of the speaker trim <A> for approximately 90 seconds.

### CAUTION

#### Risk of consequential damage

- Do not aim the blower at one spot on the speaker, but keep the blower moving.
- The temperature of the hot air blower must not exceed 100° C.
- Damage to the speaker grills will not be covered under this action.

### NOTE

- The aluminum speaker trim is being replaced on all four door speaker covers.



- Using a pocket screwdriver, pry the end of the speaker trim away from the speaker cover slightly, just enough to grab the trim with needle nose pliers.

**! NOTE**

Use care when removing the speaker trim so no damage to the speaker cover occurs.



**! WARNING**

Do not push any tools in direction of <arrow> when removing the speaker trim. If the tool were to slip, severe injury could occur.

**! NOTE**

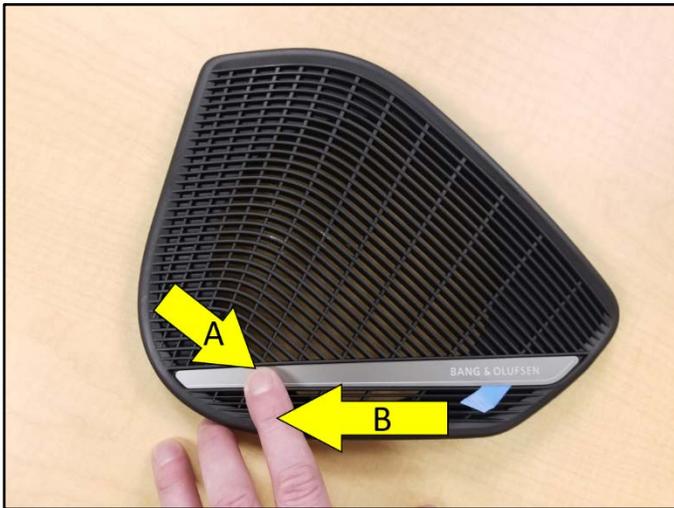
Speaker cover shown removed for clarity. The speaker covers do not require removal.



**! WARNING**

- When removing speaker cover trim, be sure to pull the trim away from your body.
- The speaker trim being removed is extremely sharp and will be hot after being heated.
- Use extreme caution when removing the trim as the trim has very sharp edges.
- To avoid injuries, use leather gloves when removing and handling the trim.

- While holding the speaker grill in place, slowly and carefully pull the speaker grill trim off the speaker grill using locking needle nose pliers.
- Once the speaker grill trim is removed, clean off any residual adhesive from the speaker grill using Cleaning Solution D 009 401 04 (shop supply).



- Allow cleaning solution to completely dry.
- Center the speaker grill trim in the recess for the trim.

Part Number	Part Description
8W0098460A	Speaker Grill Trim Kit

- Remove adhesive backing and install new speaker grill trim to all four speaker grill covers.
  - Once the trim is centered, start peeling off the adhesive backing in direction of arrow <B>.
  - Then hold the trim at point <A> and completely remove the adhesive backing in direction of arrow <B>.
  - When the trim is in place, firmly press the trim onto the speaker grill.

**NOTE**  
 Speaker cover shown removed for clarity. The speaker covers do not require removal to install the new speaker grill trim.

**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**

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.