

# Safety Recall

## Code: 70G6



Audi

**REVISION**

<b>Subject</b>	<b>Door Speaker Trim</b>
<b>Release Date</b>	November 29, 2017
<b>Revision Summary</b>	Work instructions updated to include using needle nose pliers for trim removal. Warnings and Cautions updated.
<b>Affected Vehicles</b>	<b>U.S.A. &amp; CANADA: Certain 2017-2018 MY Audi A4 &amp; allroad and 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>	Remove existing trim from affected speaker covers.  When replacement aluminum trim becomes available, new aluminum trim will be installed under a new Service Action free of charge.
<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>	No parts needed at this time.
<b>Code Visibility</b>	On or about November 10, 2017 affected vehicles will be 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 will not be posted for dealers who do not have any affected vehicles.  On or about November 10, 2017, this campaign code will show open on affected vehicles in Elsa.  On or about November 10, 2017, affected vehicles will be 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>	Owner notification will take place in November 2017.
<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 labor 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
	Remove aluminum trim from ALL four speaker covers.  Labor operation:      7014 54 99                      30 T.U.

**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 Tools



Wiring Harness Repair  
Set Hot Air Blower  
-VAS1978/14A-  
(or equivalent)



Locking Needle Nose  
Pliers

## 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.

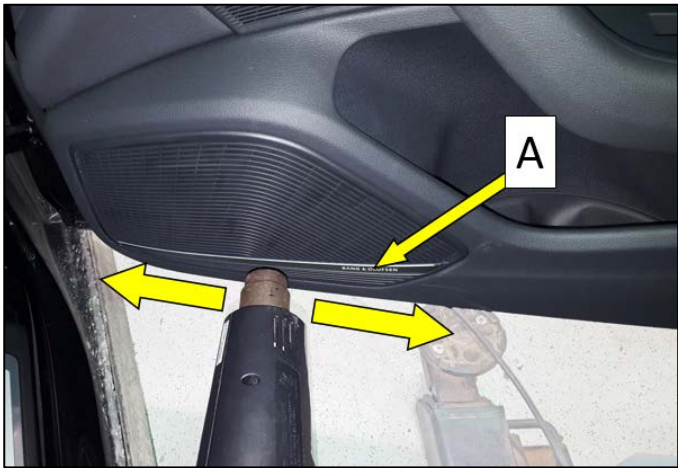
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

**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 removed from 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).

**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.