



Audi

## AUDI DEALER COMMUNICATION

---

### Repair Available – Safety Recall 72i8 / Center Rear Head Restraint Latching Pins

**This notice is for:**

- ✓ Dealer Principal
- ✓ General Manager
- ✓ Sales Managers

- ✓ Service Manager
- ✓ Parts Manager
- ✓ Service Advisor

- ✓ Warranty Administrator
- ✓ Technicians

**Date:** February 21, 2019

**Issue:** Latching pins for center rear seat head restraint may be missing. In a crash, the head restraint may become loose and cause injury to vehicle occupants.

- Repair:**
- REPAIR AVAILABLE – February 22, 2019
  - Repair instructions available in ELSA/ServiceNet
  - The center rear head restraint will be inspected. If the latching pins are missing, the head restraint will be replaced.
  - Check daily campaign open inventory report or OMD for affected vehicles in inventory
  - Repair every affected inventory vehicle before delivery to consumers.

**Parts Department:** Due to the very low expected parts replacement rate (estimated 0.005%), there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email ([VWoAPartsSpecialists@vw.com](mailto:VWoAPartsSpecialists@vw.com)) or chat/text with the VIN to order.

- Notes:**
- Vehicles: Certain 2018 MY Audi A3 Sedan and RS3
  - Schedule owner repairs immediately
  - Owner mailing – March 2019

**IMPORTANT REMINDER: 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.

**-END OF MESSAGE-**

*Ensure all dealership personnel are aware of this notice so they are able to address customer questions. Contact Warranty if you require additional assistance. Direct press inquiries to Audi Public Relations.*