



Audi

AUDI DEALER COMMUNICATION

Repair Available – Safety Recall 72L4 / Driver’s Seat Frame Bolts

- This notice is for:**
- ✓ Dealer Principal
 - ✓ General Manager
 - ✓ Sales Managers
- ✓ Service Manager
 - ✓ Parts Manager
 - ✓ Service Advisor
- ✓ Warranty Administrator
 - ✓ Technicians

Date: November 03, 2020

Issue: The driver’s seat frame may not have been bolted to the seat rail correctly. In the event of a crash, the bolted connection could possibly fail, leading to an increased risk of injury in a crash.

Precautions If this condition is present in the vehicle, the driver may notice that the driver’s seat wobbles while the vehicle is in motion. Should this occur, owners are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repaired.

- Repair:**
- REPAIR AVAILABLE – November 04, 2020 - Inspect driver seat bolt torque and, if necessary, replace the seat frame.
 - See ELSA/ServiceNet for complete repair & claiming instructions
 - 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 extremely low expected failure rate, parts should only be ordered if absolutely required. Any seat frame replaced may be requested back for analysis. The 72L4 claim is subject to cancellation if analysis shows the seat frame did not require replacement.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2020	Q3	1
CAN	2020	2020	Q3	8

**Counts reflect overall population; some vehicles may have already been repaired. 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 only valid campaign inquiry & verification source.*

- Notes:**
- Schedule owner repairs immediately
 - Owner mailing – November 2020

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.