

# Safety Recall

## Code: 72L4



**Subject** Driver's Seat Frame Bolts

**Release Date** November 04, 2020

**Affected Vehicles**

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

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.

- ✓ 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 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.

**Corrective Action** Inspect driver seat bolt torque and, if necessary, replace the seat frame.

**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.

**Code Visibility** On or about November 04, 2020, the campaign code will be applied to affected vehicles.

**Owner Notification** Owner notification will take place in November 2020. Owner letter examples are included in this bulletin for your reference.

**Additional Information** **Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.**

**IMPORTANT REMINDER ON 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.**

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

## IMPORTANT PARTS INFORMATION

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.

## Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

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: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

<b>Service Number</b>	72L4		
<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 unless seat frame is being replaced, then mark seat frame* as causal		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	02		
	Inspect seat frame bolts, all bolted connections are ok, no further work required		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect seat frame bolts, no further work required
<b>-OR-</b>	Inspect seat frame bolts, seat frame requires replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	7210 55 99	200	Replace seat frame
	0150 00 50	Time stated on diagnostic protocol	Clear repair related faults using ODIS
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	5WA881105A*	Seat Frame
	1.00	3Q0881057	Adjuster
	1.00	8S8898022	Secur. Set

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. ©2020 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

NHTSA: 20V644

**Subject: Safety Recall 72L4 – Driver’s Seat Frame Bolts**

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 2020 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the 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.
- What will we do?** To correct this defect, your authorized Audi dealer will inspect the driver's seat bolt torque and, if necessary, replace the seat frame. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.
- 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** If this recall 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.
- 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](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:** <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

**Transport Canada Recall: 2020-495**

**Subject: Safety Recall 72L4 – Driver’s Seat Frame Bolts**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

**What is the 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.

**What will we do?** To correct this defect, your authorized Audi dealer will inspect the driver's seat bolt torque and, if necessary, replace the seat frame. This work will take about an hour to complete and will be performed for you free of charge. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule.

**What should you do?** Please contact your authorized Audi dealer without delay to schedule this recall repair.

**Precautions you should take** If this recall 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.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

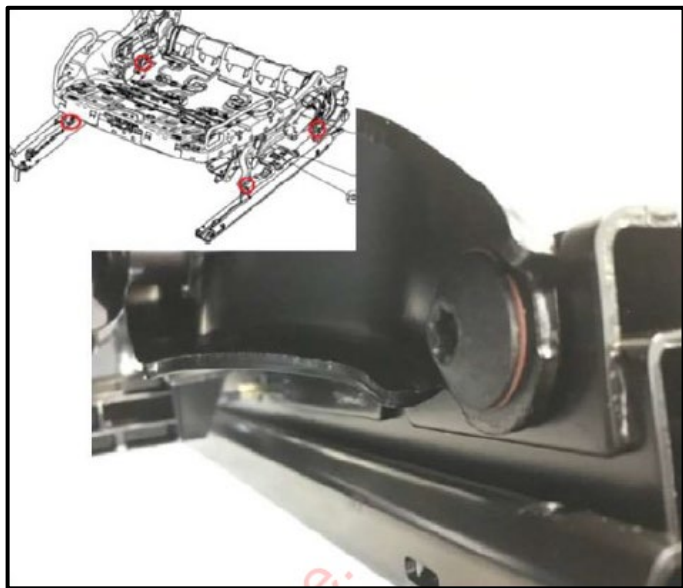
**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

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

## Repair Overview



- Inspect all four bolts securing the upper seat frame (seat pan) to the seat frame rails on the left front seat.

### ! NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- 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.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

**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.

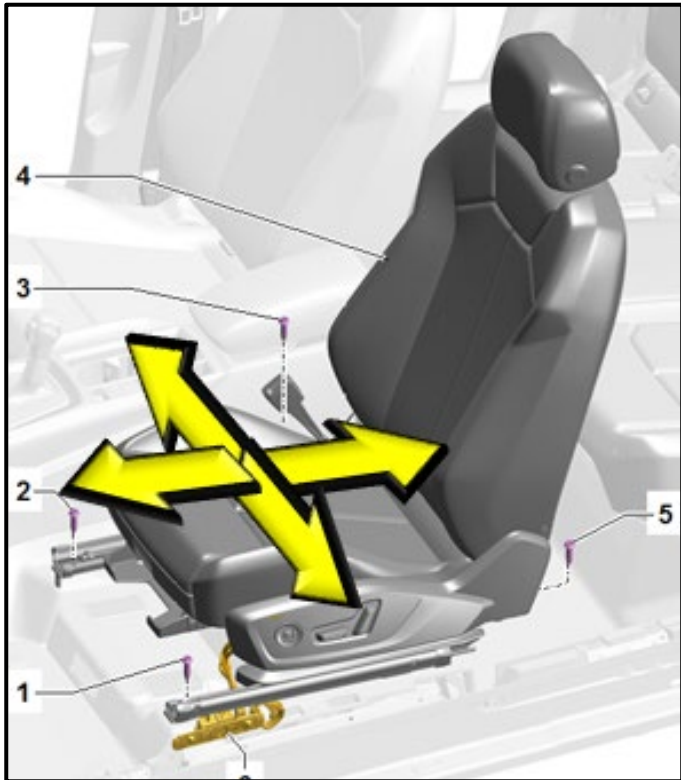
#### CRITICAL REPAIR STEP

 **STOP!** 

If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

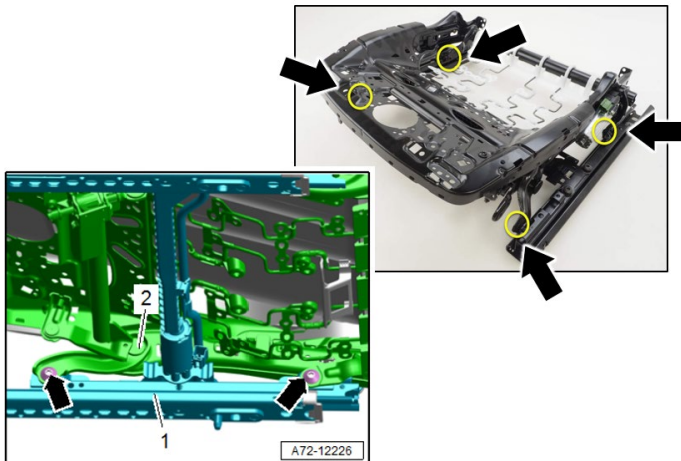
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Inspecting Upper Seat Frame (seat pan) Bolted Connection to the Seat Frame Rails on the Left Front Seat



Adjust seat to highest position and perform wobble test on seat.

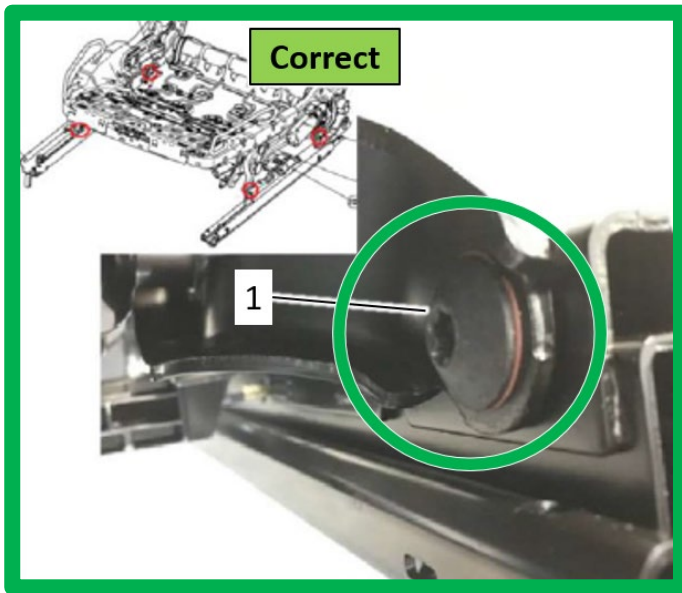
- Only the left front seat is bring inspected.
- Grab the left front seat bottom by hand and move in several directions.
- You're checking to see if the upper seat frame (seat pan) bolted to the seat frame rails feels secure.



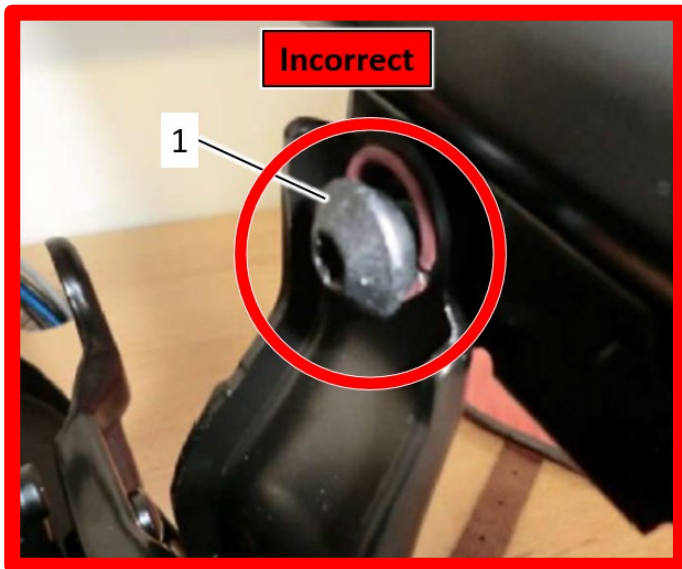
Perform a visual inspection on bolted connections:

- The four bolted connections <arrows> securing the upper seat frame (seat pan) to the seat frame rails must be inspected.





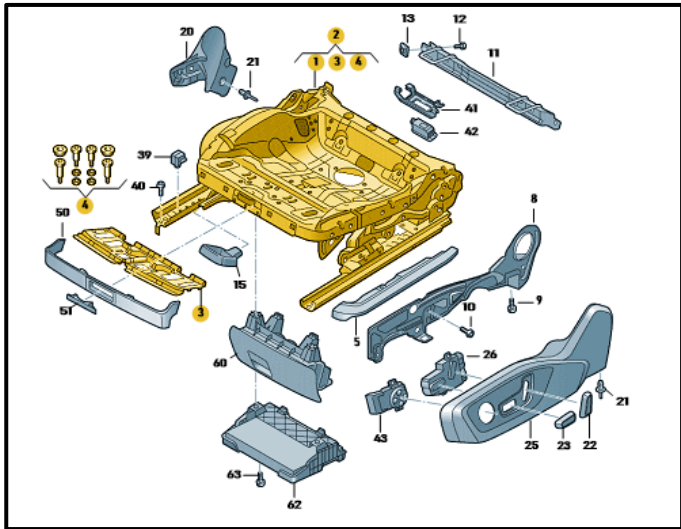
- If all bolts <1> appears secure as shown:
  - **All four** bolted connections securing the upper seat frame (seat pan) to the seat frame rails must be inspected.
  - Ensure each bolt is torqued to 22 Nm.
  - No further work is required.
  - Proceed to Section D.



- If any bolt <1> appears loose as shown:
  - **All four** bolted connections securing the upper seat frame (seat pan) to the seat frame rails must be inspected.
  - The upper seat frame (seat pan) must be replaced.
  - Proceed to Section C.



## Section C – Replacing Upper Seat Frame (seat pan)



### Replace upper seat frame:

- See ELSA Repair Manual: *Repair Manual > Body > Seats > 72 Seat Frames > Front Seats > Upper Seat Frame, Removing and Installing*

#### NOTE

The ELSA Repair Manual references removing the upper seat frame (seat pan) from the lower seat frame (guide rails). This shouldn't be necessary as the new part should include the upper and lower seat frames.

A new seat frame also requires a new seat depth adjuster.

#### IMPORTANT PARTS INFORMATION

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.

Part Number	Part Description
5WA-881-105-A	Seat Frame
3Q0-881-057	Seat Depth Adjuster
8S8-898-022	Securing Parts Set

### Proceed to Section D

## Section D – 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 E**

## Section E - 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.