

Compliance Recall

Code: 72M7



Subject	Rear Seat Child Seat Anchor Covers																													
Release Date	May 24, 2022																													
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>A3 SEDAN</td> <td>174</td> </tr> <tr> <td>USA</td> <td>2022</td> <td>2022</td> <td>S3 SEDAN</td> <td>292</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>A3 SEDAN</td> <td>88</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>S3 SEDAN</td> <td>122</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	A3 SEDAN	174	USA	2022	2022	S3 SEDAN	292	CAN	2022	2022	A3 SEDAN	88	CAN	2022	2022	S3 SEDAN	122
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	<p>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 & verification source.</p> <ul style="list-style-type: none"> ✓ 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	<p>The lower child seat anchorages are not equipped with the required ISO symbol according to regulatory requirements. On the fitting sleeve a European ("i-Size") symbol is present and there is no symbol on the cover. The lower child seat anchorages are fully usable and there is no impact on the functionality or safety of the system; it is only the ISO symbol that is not correct and therefore non-compliant with the regulatory requirement. An incorrectly marked child restraint anchorage may cause confusion during child seat installation, resulting in a child seat being improperly secured and increasing the risk of injury during a crash.</p>																													
Corrective Action	Replace all four rear seat child seat anchorage sleeves.																													
Code Visibility	On or about May 24, 2022, the campaign code will be applied to affected vehicles.																													
Owner Notification	Owner notification will take place in May 2022. Owner letter examples are included in this bulletin for your reference.																													
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p><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 with an applicable Federal Motor Vehicle Safety Standard or that contains a defect relating to motor vehicle safety.</p> <p><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																													

Parts Information

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> • US Dealers - use AVA • CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
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Parts Control Type: Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
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Parts Control Type: Free Order	Parts will be managed by Free Order
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Initial Allocation: NO	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description above)
01	4	8Y0-887-233-B ***	SLEEVE (confirm part number color code in ETKA)	VIN to Order
	2	5G0-886-373	GROMMET	Free Order
	4	N -015-261-2	CLAMP	UOL

NOTE

The specified part numbers reflect the status at the start of this action. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

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.

Service Number	72M7		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark SLEEVE* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	7249 19 99	30	Replace rear bench seat child seat anchor covers
	PARTS		
	Quantity	Part Number	Description
	4.00	8Y0887233B 4PK or 8Y0887233B LH6 or 8Y0887233B VH9 or 8Y0887233B DK1	SLEEVE*
	2.00	5G0886373	GROMMET
	4.00	N 0152612	CLAMP

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: 22V224

Subject: Compliance Recall 72M7 – Rear Seat Child Seat Anchor Covers

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that certain 2022 model year Audi vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 225, Child Restraint Anchorage Systems. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The lower child seat anchorages are not equipped with the required ISO symbol according to regulatory requirements. On the fitting sleeve, a European (“i-Size”) symbol is present and there is no symbol on the cover. An incorrectly marked child restraint anchorage may cause confusion during child seat installation, resulting in a child seat being improperly secured and increasing the risk of injury during a crash.

What will we do? To correct this noncompliance, your authorized Audi dealer will replace all four lower child seat anchorage sleeves with ones that meet the regulator requirement. 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 and click on the “Find a Dealer” link to locate a dealer near you and schedule this service.

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.

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 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: 2022-168

Subject: Compliance Recall 72M7 – Rear Seat Child Seat Anchor Covers

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 be non-compliant with the requirements of the *Motor Vehicle Safety Regulations* and that the non-compliance could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

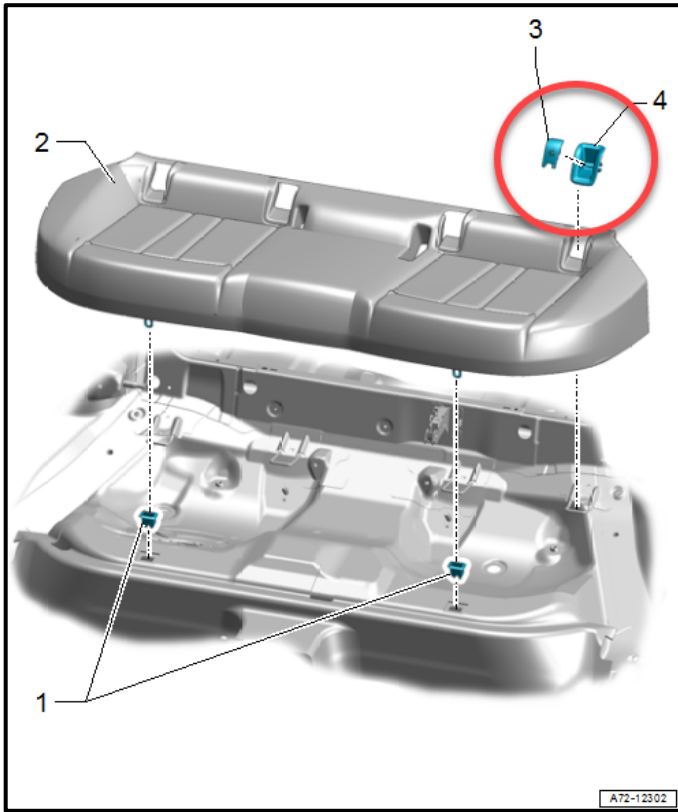
What is the issue?	The lower child seat anchorages are not equipped with the required ISO symbol according to regulatory requirements. On the fitting sleeve, a European (“i-Size”) symbol is present and there is no symbol on the cover. An incorrectly marked child restraint anchorage may cause confusion during child seat installation, resulting in a child seat being improperly secured and increasing the risk of injury during a crash.
What will we do?	To correct this noncompliance, your authorized Audi dealer will replace all four lower child seat anchorage sleeves with ones that meet the regulator requirement. 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.
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.
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 .

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




- Replace all four child seat anchor covers.

! 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.

Required Tools

 <p>Upholstery Clip Pliers -VAG1634B- (or equivalent)</p>	
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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.

i 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.

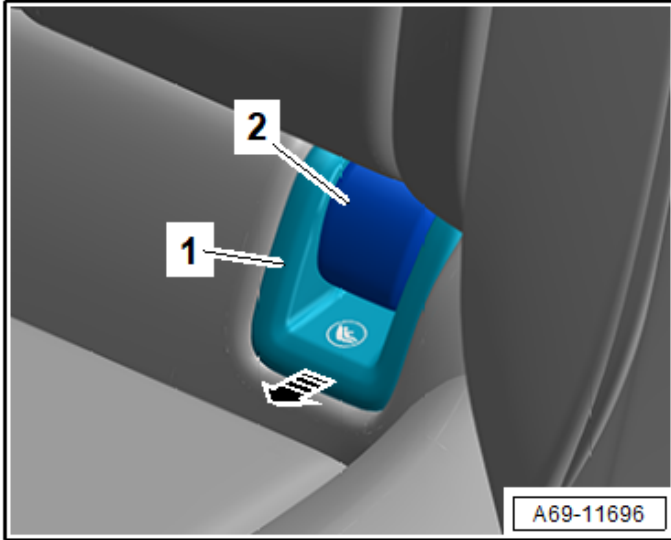
⚠ CRITICAL REPAIR STEP

STOP STOP! STOP

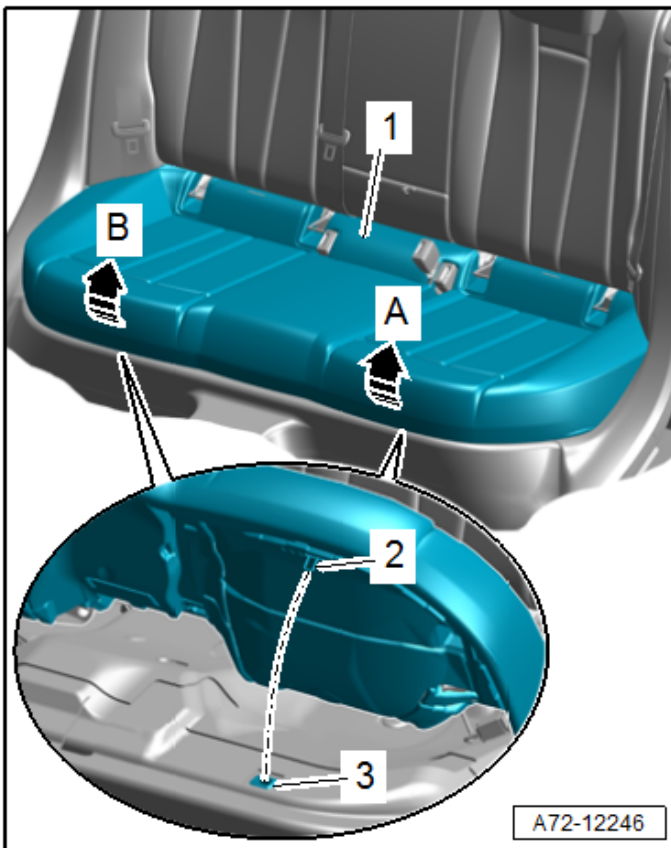
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

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

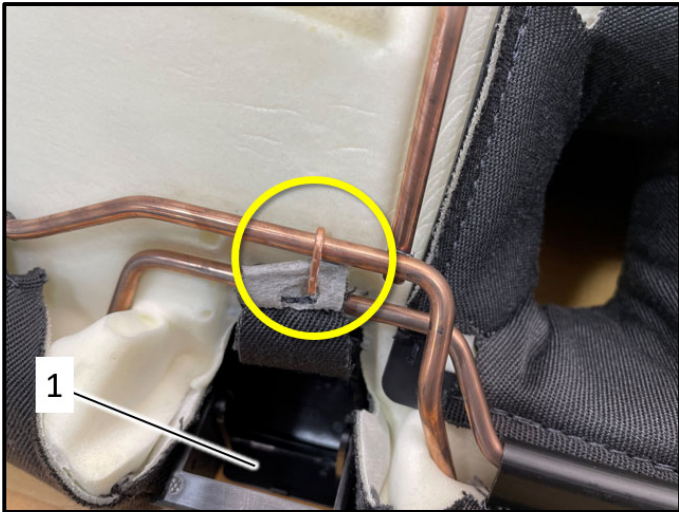
Section B – Repair Procedure



- Move the front seats all the way forward.
- Remove the guide <1> with the cover <2> for the child seat anchor toward the front in direction of <arrow> and let it hang on the bench seat.
- Repeat the process on all four of the child seat anchor guides.

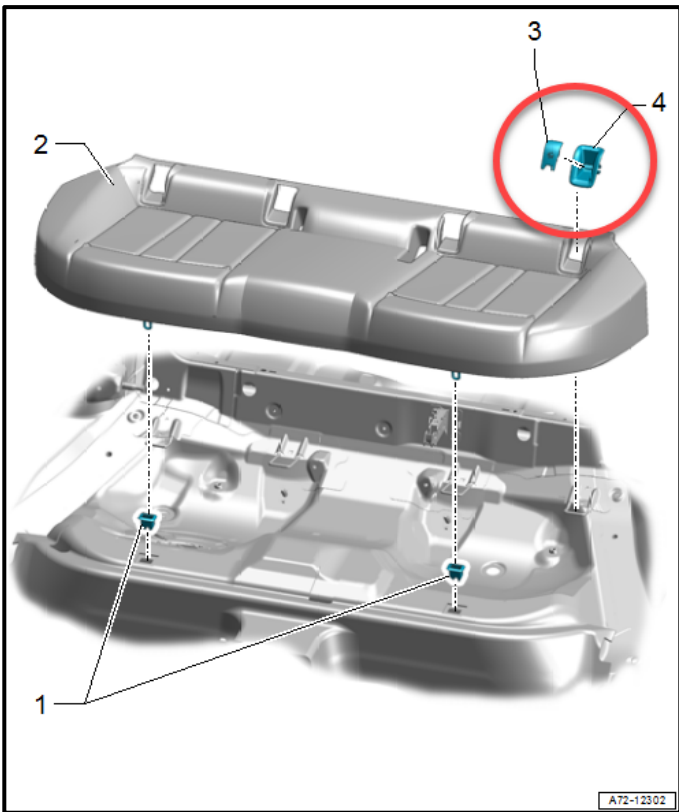


- Grab the bench seat <1> under the molded part <2> using both hands on one side.
- Using both hands on one side, forcefully pull the bench seat upward in direction of <arrow A>, which will release the molded part from the front mount <3>.
- Repeat the procedure on the other side of the bench seat in direction of <arrow B>.
- Push the left and right sides of the bench seat slightly toward the rear and then pull upward, which will release the molded part from the mount on the side.
- Disconnect the connectors (if equipped) and remove the bench seat.



- Carefully cut off upholstery clamp <circle>.
- Guide child seat anchor cover <1> out and remove.
- Install new child seat anchor cover in the reverse order of removal.
- Install new upholstery clamp <circle> using Upholstery Clip Pliers -VAG1634B- (or equivalent).

Part Number	Part Description
N -015-261-2	Upholstery clamp (x4)
SEE ETKA	Child seat anchor cover



- Replace grommets <1>.

Part Number	Part Description
5G0-886-373	Grommet (x2)

- Reinstall rear bench seat <2> in the reverse order of removal.
- Re-secure child seat anchor covers <4> in the reverse order of removal.

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.