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|--|------------|-----------------------------------|--|
| Release Date | 02/11/2020 | Technical Service Bulletin | |
| 72K1 UPDATE – U.S.A. only DVD Changer Mounting – (NVLW) | | |  Audi |

| Applicable Vehicles | | | |
|---------------------|------|------------------------------------|------------------------------------|
| Model(s) | Year | VIN Range | Vehicle-Specific Equipment |
| A8 | 2019 | See Campaign/Action screen in ELSA | See Campaign/Action screen in ELSA |

| Revision History | | |
|------------------|-------------------|----------------------|
| Revision | Date | Purpose |
| 1 | February 11, 2020 | Original publication |


Condition

| This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle: | |
|--|---|
| Criteria | Technical Background |
| K1 | On Audi A8 vehicles manufactured within a specific period, the mounting for the DVD changer must be replaced, as the trim cover on the mounting may come loose. |

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **72K1** code in the ELSA Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

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Service

NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

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

EXAMPLE

- Enter the VIN in ELSA and proceed to the “Campaign/Action” screen.

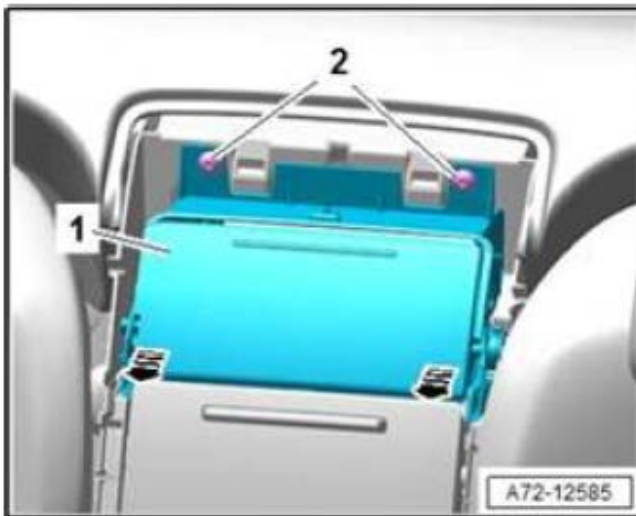
TIP


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.
- **All Safety Recalls must be completed prior to completing this Update.**

72K1 UPDATE – U.S.A. only
DVD Changer Mounting – (NVLW)

- Replace DVD changer mount:
 - See ELSA Repair Manual: *Repair manual > Body > Seats > 72 Seat Frames > DVD Changer R161 Mount, Removing and Installing*



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Warranty


| | | | |
|--|--|-------------|---------------------------|
| Claim Entry Instructions | | | |
| After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the ELSA screen print showing action <u>open on the day of repair</u> to the repair order. | | | |
| If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update: | | | |
| ✓ <u>U.S. dealers</u> : Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. | | | |
| Service Number | 72K1 | | |
| Damage Code | 0099 | | |
| Parts Vendor Code | 002 | | |
| Claim Type | Sold vehicle: 7 10 Unsold vehicle: 7 90 | | |
| Causal Indicator | Mark mounting* as causal part | | |
| Vehicle Wash/Loaner | Do not claim wash/loaner under this action | | |
| Criteria I.D. | K1 | | |
| LABOR | | | |
| | Labor Op | Time Units | Labor Description |
| | 7720 55 99 | 30 | Replace DVD changer mount |
| PARTS | | | |
| | Quantity | Part Number | Part Description |
| | 1.00 | 4N4862528 | Mounting* |

Additional Actions Some of the affected vehicles may be involved in additional Actions. Please check your ELSA Campaign/Action Information screen so that any *additional required work can be done simultaneously*.

Verifying Vehicle Eligibility To verify vehicle eligibility for this Update, *always* check the ELSA Campaign/Action Information screen. The ELSA system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

Help for Claim Entry For questions regarding claim entry, contact Audi Warranty.


Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.

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Required Parts

| | |
|---|---|
| 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 |
|---|---|

| | |
|---|---|
| Initial Allocation: NO | Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population. |
|---|---|

| | |
|--|---|
| Repair Projection Tool: (right click to open) |  |
|--|---|

| Quantity | Part Number | P.O.C. Part Description | Ordering Method |
|----------|-------------|-------------------------|-----------------|
| 1 | 4N4-862-528 | Mounting | VIN to Order |

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|---|
|  NOTE |
| The specified part numbers reflect the status at the start of this Update. 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. |

- 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.

Required Special Tools

| | | | |
|---|--------------------------------|--|---|
|  | Radio Removal Tool -T10057- |  | Fiber-Optic Repair Set - Connector Protective Caps -VAS6223/9- |
|---|--------------------------------|--|---|

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check ELSA for the most current version of this document.