


Release Date	04/28/2020	Technical Service Bulletin	
72K4 UPDATE			
Checking Outer Backrest Frame – (NVLW)			

Applicable Vehicles			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q7	2019	See Campaign/Action screen in Elsa	See Campaign/Action screen in Elsa

Revision History		
Revision	Date	Purpose
1	April 28, 2020	Original publication

## Technical Background

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
4M	Cracks may, in isolated cases, occur in the cross member of the front seat backrests. This may result in the wiring harness becoming damaged on the sharp edge of the crack on the left seat. Diagnosis would detect the damaged wiring harness. A crack in the cross member for the front seat backrests does not constitute a structural problem.

## Remedy

Criteria	Remedy
4M	Inspect the left front seat backrest frame and replace if necessary.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **72K4** 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.

## 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**

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.**

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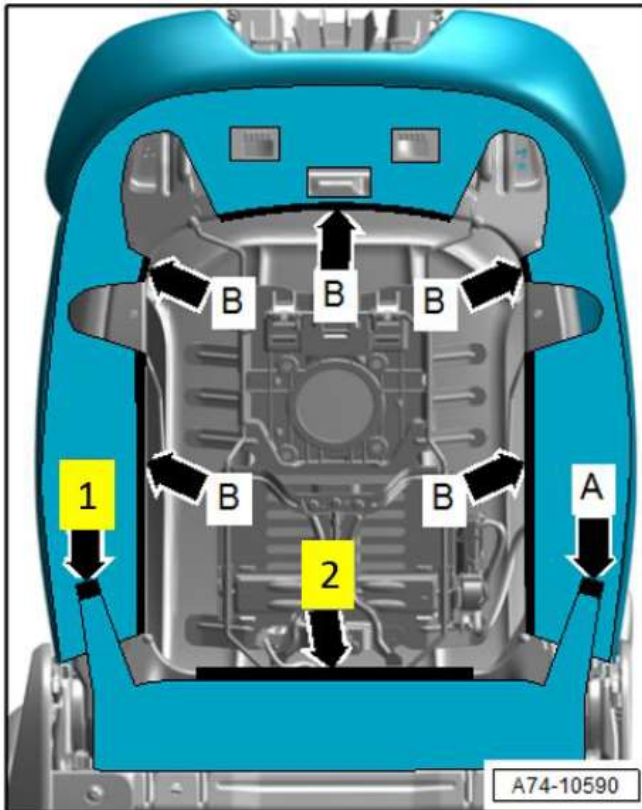
## Checking Outer Backrest Frame – (NVLW)



- Remove the backrest cover panel on the left front seat:
  - See ELSA Repair Manual: *Repair manual > Body Interior > 72 Seat Frames > Front Seats > Backrest Cover, Removing and Installing*

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- Disengage left coupling hook <arrow 1> on side of outer backrest frame.
- Disengage piping <arrow 2> on outer backrest frame.



- Inspect the backrest frame in the area shown <arrow>.

**NOTE**

Backrest frame shown completely removed for clarity. The frame does not need to be completely removed.

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- Check outer backrest frame with an inspection mirror.

**⚠ CAUTION**

Avoid checking the component by feel with your hand, as there may be sharp edges in the area of the crack. These edges may constitute an injury risk.




- If there are no cracks present:
  - Outer backrest frame does not require replacement.
  - Reassemble vehicle in the reverse order of disassembly.
  - Work is complete.
- If cracks are present:
  - Outer backrest frame must be replaced.

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## Warranty

<b>Claim Entry Instructions</b>			
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.			
✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure.			
<b>Service Number</b>	72K4		
<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 part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	4M		
	Check left front outer backrest frame, no cracks present, no further work required		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect outer backrest frame, no further work required
	<b>-OR-</b>		
	Check left front outer backrest frame, cracks present, replace outer backrest frame		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	7219 55 99	230	Replace outer backrest frame
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	See ETKA	Front seat backrest frame

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- 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.

## Required Parts (if necessary)

Criteria	Quantity	Part Number	Part Description	Ordering Method
4M	1	SEE ETKA	Left front seat outer backrest frame	P.O.C.

- 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.

## 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.