



Date: April 27, 2020  
To: Audi Dealer Principal, Service Manager, Warranty Administrator, Sales Manager,  
General Manager & Parts Manager  
From: Audi Customer Protection  
Subject: Upcoming Update 72K4 / Checking Outer Backrest Frame – (NVLW)  
Certain 2019 Model Year Audi Q7 Vehicles

We would like to inform you of an upcoming Update, code 72K4.

**What vehicles are affected?**

There are 7 Audi vehicles in the U.S. affected by this Update. Check your daily campaign open inventory report or OMD for affected vehicles in your inventory.

**What is the issue?**

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.

**What does the repair procedure involve?**

Inspect the left front seat backrest frame and replace it if necessary.

**When will the Update be available?**

This Update will be visible in Elsa and ServiceNet on or about April 28, 2020.

Please refer to the Elsa campaign/action screen for confirmation of whether the Update applies to each specific vehicle. Additionally, this Update is posted on Elsa and ServiceNet for additional information and complete repair instructions.

Consistent with general Audi corporate policy governing Updates, Audi is not notifying consumers. (Updates differ from recalls and service actions; consumers are notified in writing of recalls and service actions.) Each vehicle should be completed when it is in to the dealer for maintenance or any other service visit. Dealer stock vehicles **cannot, however, be delivered** to consumers until the Update is completed.

To identify any vehicles in your inventory that are affected by this Update, please run the “New and CPO Inventory Open Campaign/Action Listing” report from the OMD Web system.

Dealers must ensure that every affected vehicle gets the update before delivery to consumers. Your effort is integral in reaching the highest quality expectations of Audi customers.

Thank you for your cooperation and assistance in this important matter.