

# Service Action

## Code: 72M1



<b>Subject</b>	<b>Backrest Remote Release Mechanism</b>																																		
<b>Release Date</b>	June 15, 2021																																		
<b>Affected Vehicles</b>	<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>2021</td> <td>2021</td> <td>A6 ALLROAD</td> <td>5</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>E-TRON QUATTRO</td> <td>258</td> </tr> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>RS6 AVANT</td> <td>1</td> </tr> <tr> <td>CAN</td> <td>2021</td> <td>2021</td> <td>E-TRON QUATTRO</td> <td>2</td> </tr> <tr> <td>CAN</td> <td>2021</td> <td>2021</td> <td>RS6 AVANT</td> <td>4</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	A6 ALLROAD	5	USA	2021	2021	E-TRON QUATTRO	258	USA	2021	2021	RS6 AVANT	1	CAN	2021	2021	E-TRON QUATTRO	2	CAN	2021	2021	RS6 AVANT	4
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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 &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul>																																		
<b>Problem Description</b>	Due to a manufacturing discrepancy, it may only be possible to lock the seat backrest back in place (when restoring it to an upright position) by exerting more force than usual. If the backrest is not locked in place properly, this can be seen by a red indicator on the backrest latch.																																		
<b>Corrective Action</b>	Inspect and, if necessary, repair the backrest remote release mechanism.																																		
<b>Code Visibility</b>	On or about June 15, 2021, the campaign code will be applied to affected vehicles.																																		
<b>Owner Notification</b>	Owner notification will take place in June 2021. Owner letter examples are included in this bulletin for your reference.																																		
<b>Campaign Expiration Date</b>	This campaign expires on <b>June 15, 2026</b> . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal costs associated with this repair will apply.																																		
<b>Additional Information</b>	<p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers</u>.</p>																																		

## Parts Information (if required)

<b>Parts Control Type:</b> <b>VIN to Order</b>	<p>If parts are needed to support a vehicle repair:</p> <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul>
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<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
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<b>Initial Allocation:</b> <b>NO</b>	There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see description above)
01	3	80A-886-373	GROMMET (e-tron only)	Free Order
	3	5G0-886-373	GROMMET (A6/RS6)	VIN to Order

### 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.

<b>Service Number</b>	72M1		
<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		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
	<b><u>ALL models</u></b> Inspect rear seat backrest locks. Locks are operating correctly. No rework is necessary.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	20	Inspect rear seat backrest, no further work required
<b>-OR-</b>	<b><u>e-tron models</u></b> Inspect rear seat backrest locks. Locks are not operating correctly. Rework is necessary.		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	7263 49 99	60	Inspect and repair backrest release cable (one side)
	-OR-		
	7263 50 99	80	Inspect and repair backrest release cable (both sides)
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	3.00	80A886373	GROMMET

**Continued on next page**

<b>-OR-</b>	<b><u>A6 Allroad/RS6 Avant models</u></b>	
	Inspect rear seat backrest locks. Locks are not operating correctly. Rework is necessary.	
	<b>LABOR</b>	
	<b>Labor Op</b>	<b>Time Units</b>
	7263 51 99	40
	Inspect and repair backrest release cable (one side)	
	-OR-	
	7263 52 99	60
	Inspect and repair backrest release cable (both sides)	
	<b>PARTS</b>	
	<b>Quantity</b>	<b>Part Number</b>
	3.00	5G0886373
	GROMMET	

## 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>

**Subject: Service Action 72M1 - Backrest Remote Release Mechanism**

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2021 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

**What is the issue?** Due to a manufacturing discrepancy, it may only be possible to lock the seat backrest back in place (when restoring it to an upright position) by exerting more force than usual. If the backrest is not locked in place properly, this can be seen by a red indicator on the backrest latch.

**What will we do?** Your authorized Audi dealer will inspect and, if necessary, repair the backrest remote release mechanism. This work will take about an hour to complete and will be performed for you free of charge.

**What should you do?** In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. 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. 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.

This service action will be available for you **free of charge only until June 15, 2026**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

**Lease vehicles and address changes** If you are the lessor and registered owner of the vehicle identified in this action, please 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).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

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>

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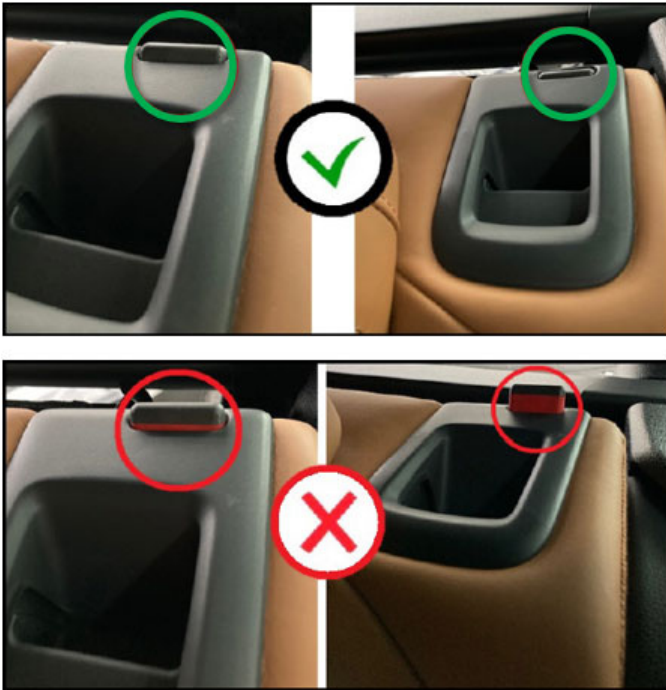
**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

## Repair Overview



- Check rear seat backrest lock operation and rework release cable (if necessary).

### 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 (if necessary)

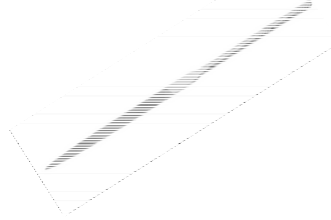


Removal Tool

-T40445-

(e-tron only)

*NOTE: two tire irons can  
be used simultaneously if  
-T40445- is not available*



Needle File

(locally sourced)



## 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.

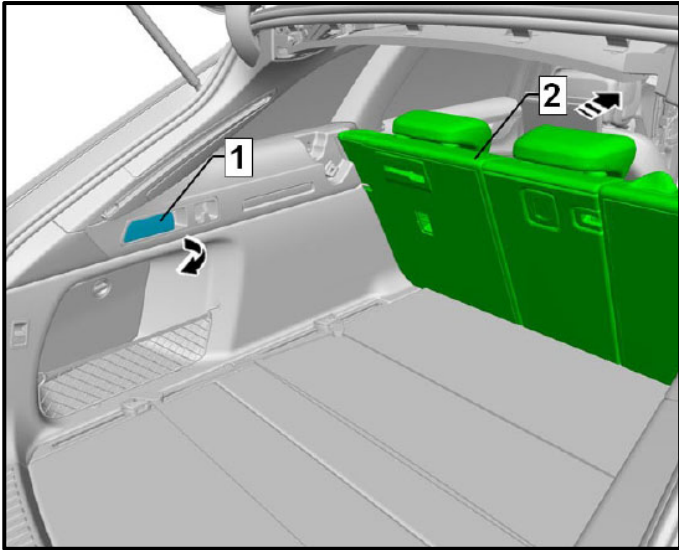
#### CRITICAL REPAIR STEP

 **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.

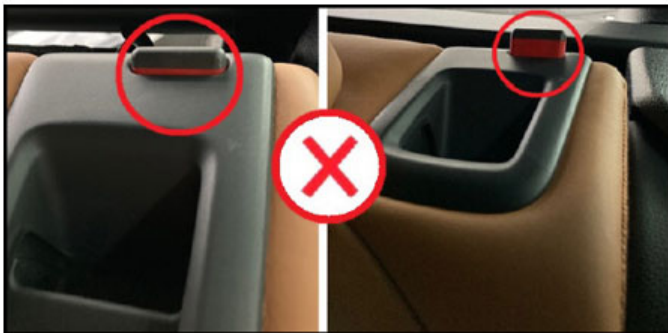
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

## Section B – Rear Seat Backrest Lock Inspection



### Prepare rear seat backrest for inspection:

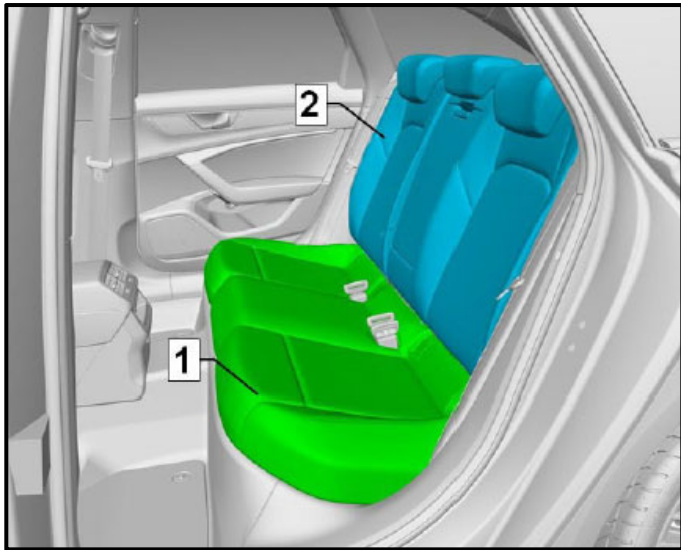
- Operate backrest remote release lever <1> until rear seat backrest <2> folds down.
- Then fold rear seat backrest back up until it locks into place.



### Check rear seat backrest lock indicators:

- The left and right lock indicators must be checked.
- When rear seat backrest is locked completely in place, check whether indicator is flush with backrest latch trim.
- The red section of the indicator must not be visible.
- Repeat check 5 times (fold down the backrest and then fold it back up) and check each time that the backrest locks into place correctly.
- If both backrest remote release mechanisms lock into place as described and the indicator is flush with the backrest latch trim:
  - No further work is necessary.
  - Proceed to Section D.
- If either indicator does not lock into place so that it is flush with the backrest latch trim:
  - The affected release cable must be reworked.
  - Proceed to Section C.

## Section C – Rework Rear Seat Backrest Release Cable

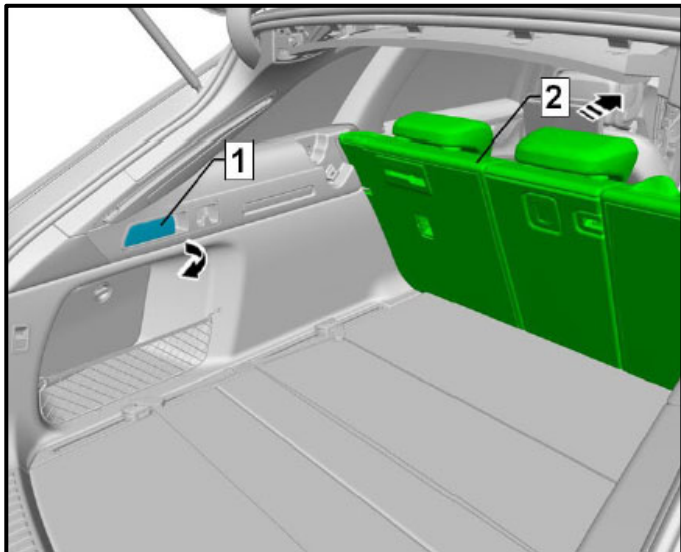


### Remove rear seat bench:

- Remove rear seat bench <1> according to the ELSA Repair Manual:
  - See ELSA Repair Manual: *Repair manual > Body > Seats > 72 Seat Frames > Rear Seats > Bench Seat/Single Seat, Removing and Installing0*

### NOTE

The following steps describe work on the left side. Work on the right side is similar.

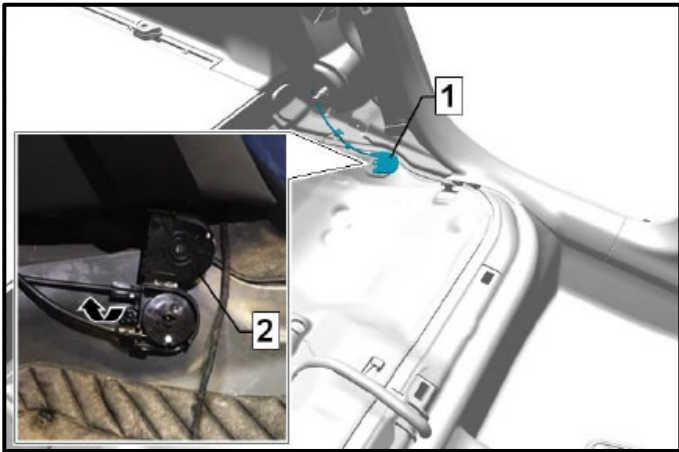


### Fold down rear seat backrest:

- Operate backrest remote release lever <1> and fold rear seat backrest <2> down.

### NOTE

- Before opening the cover for the backrest release mechanism for repair work, the rear seat backrest <2> must be **unlocked**.
- If the rear seat backrest is locked, the Bowden cable will jump out of the idler roller at the connector point and will be damaged.
- The rear seat backrest may only be locked again once the Bowden cable has been taken out of the idler roller.



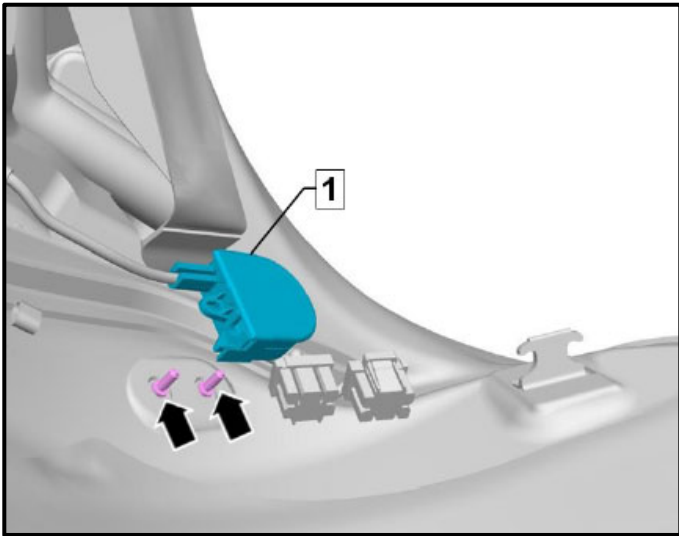
**Open cable cover:**

- Open cover <2> of cable connection point <1>.



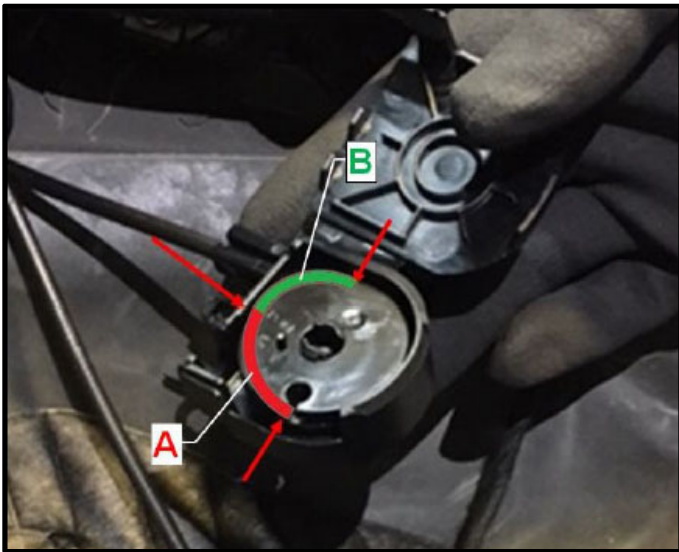
**Release Bowden cable:**

- Release Bowden cable for rear seat backrest <1> from connector point and take it out.



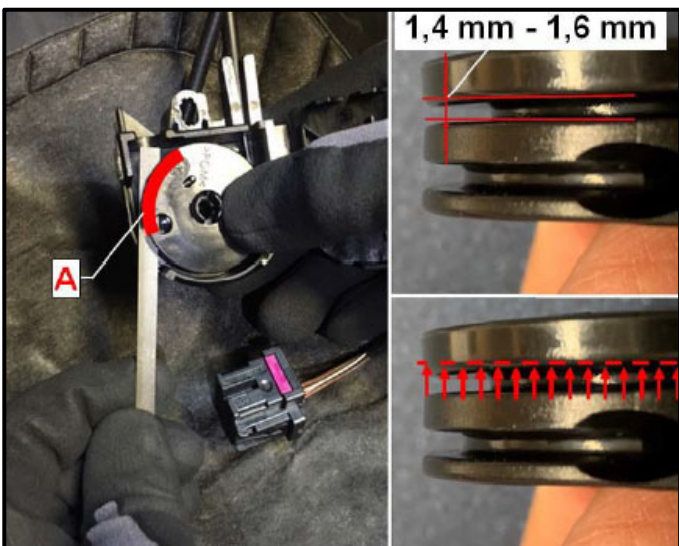
### Remove cable connector point:

- Pull connector point <1> off retaining pins <arrows> on vehicle body.



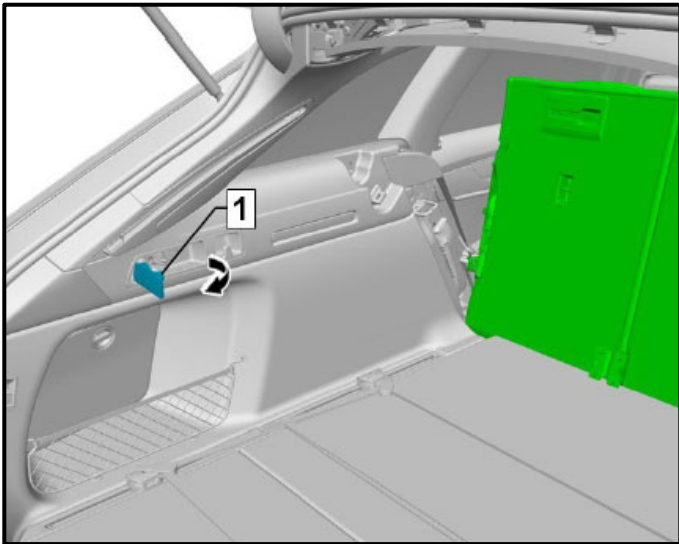
### Reworking cable connection point:

- The top groove in marked areas <A> and <B> must be reworked.



### Reworking <area A>:

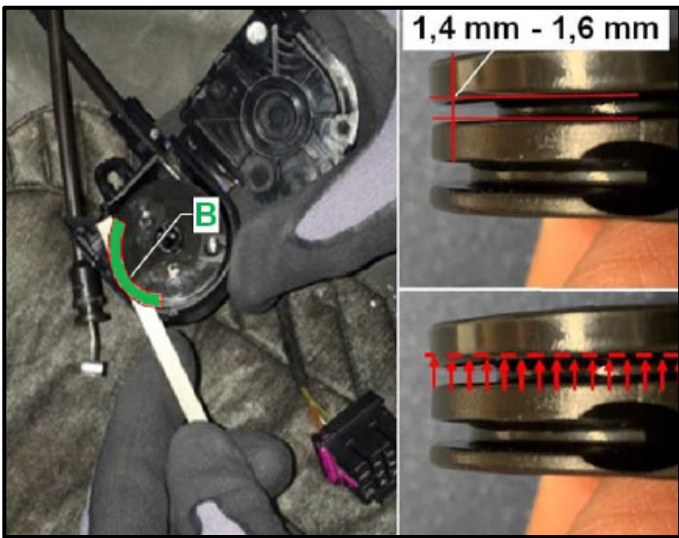
- Use a needle file to rework <area A> until specification is reached.
  - Specification = 1.4 – 1.6 mm



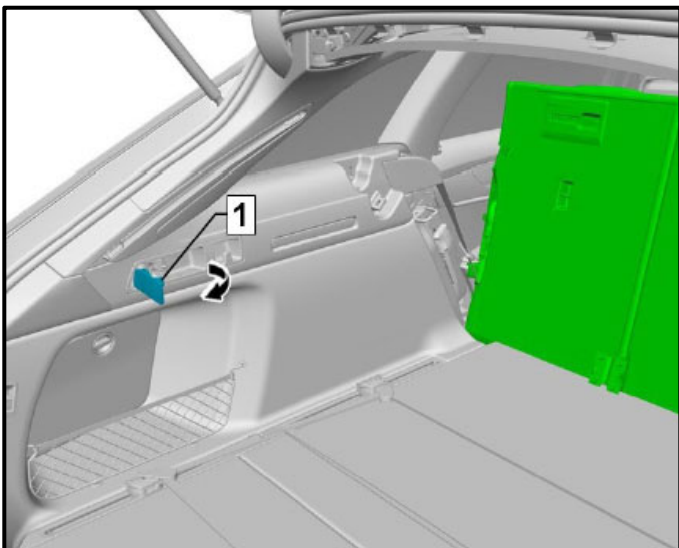
### Reworking <area B>:

#### **⚠ CRITICAL REPAIR STEP**

- When reworking <area B>, the backrest remote release mechanism <1> must be operated and secured with adhesive tape while it is actuated.
- By operating backrest remote release mechanism, <area B> rotates into the position in which work can be performed.



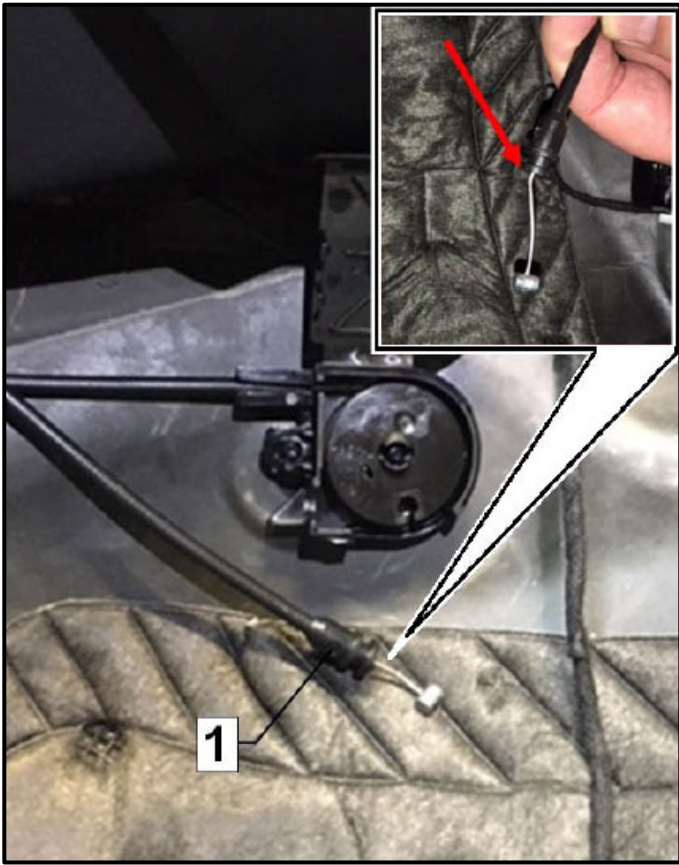
- Use a needle file to rework <area B> until specification is reached.
- Specification = 1.4 – 1.6 mm



### Reassemble cable connection point:

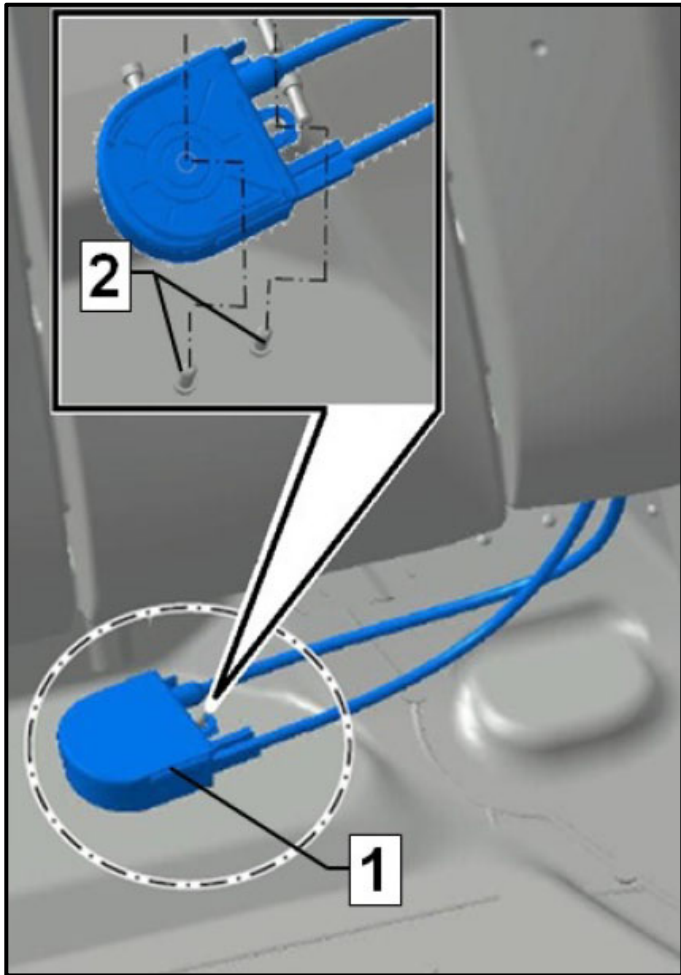
#### **⚠ CRITICAL REPAIR STEP**

- Before the Bowden cable is attached, the rear seat backrest must be unlocked -1-. If the rear seat backrest is locked, the idler roller will jump out of the connector point and will be damaged.
- The rear seat backrest may only be locked again once the Bowden cable has been fitted in the idler roller.



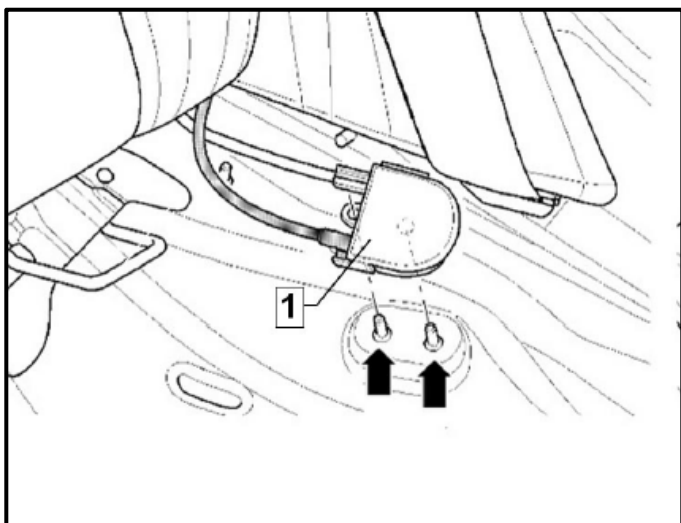
- Before attaching Bowden cable <1>, check it for damage such as kinks and straighten these out.
- Bowden cable must be fitted properly (flush) in idler roller.
- Then close cover for connector point.

Reinstall and route Bowden cables depending on model as follows:



**Reinstall and route Bowden cable for e-tron:**

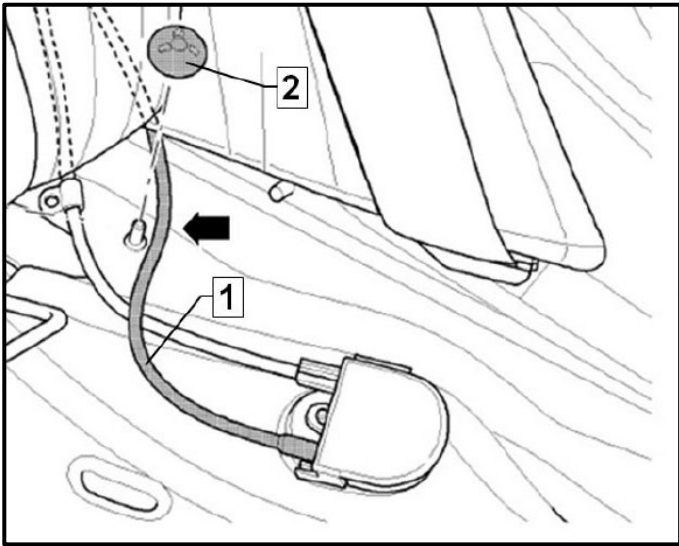
- Clip connector point <1> onto both retaining pins <2>.
- Route both Bowden cables as shown.



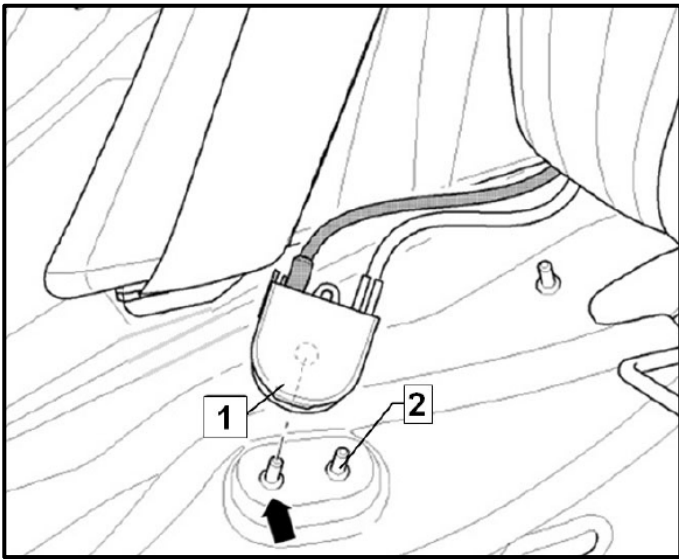
**Reinstall and route Bowden cable for A6 Allroad/RS6 Avant:**

- Clip connector point (left-side) <1> onto both retaining pins.

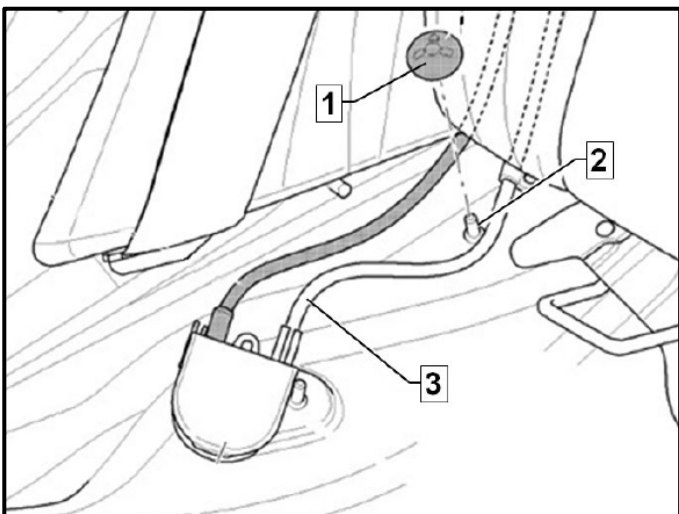




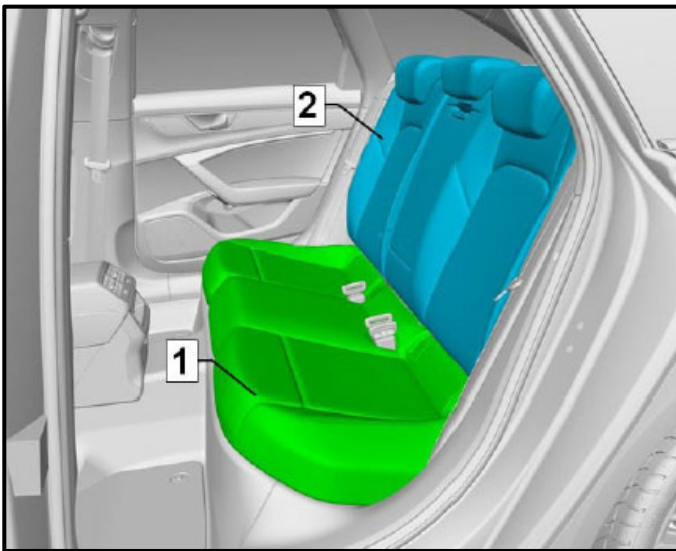
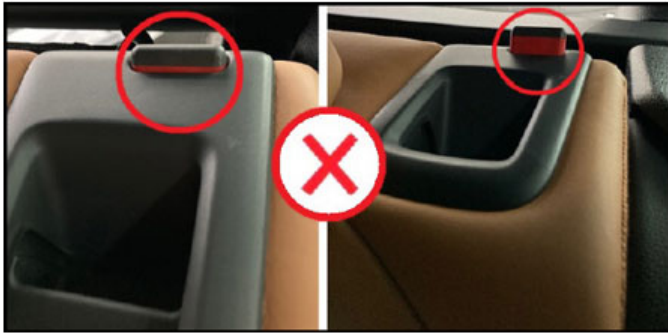
- Route Bowden cable (left-side) <1> along the outside of retaining pin <arrow> and secure with stud <2>



- Clip connector point (right-side) <1> onto front retaining pin <arrow>.
- Retaining pin <2> is not needed and merely makes contact with connector point.



- Route Bowden cable (right-side) <3> along inside of retaining pin <arrow> and secure with stud <1>.



**Recheck backrest remote release mechanism on both sides:**

- Operate backrest remote release lever until rear seat backrest folds down.
- Then fold rear seat backrest back up until it locks into place.
- When rear seat backrest is locked completely in place, check whether indicator is flush with backrest latch trim. The red section of the indicator must not be visible.
- Repeat this procedure 5 times.

**Reassembly:**

- After the check has been performed successfully, reassemble vehicle in the reverse order of disassembly.
- Replace seat grommets.

Part Number	Model
80A-886-373 (x3)	e-tron
5G0-886-373 (x3)	A6/RS6

**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.