

Safety Recall

Code: 72J3



Subject	Front Passenger Seat Tracks																	
Release Date	July 18, 2019																	
Affected Vehicles	<p>U.S.A.: Certain 2019 MY Audi A8</p> <p><i>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.</i></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	The rivet connection on the front passenger seat track may fail in a frontal crash due to a spindle bracket separating from the rivet joint. In the event of a crash, the occupant in the passenger seat has an increased risk of injury.																	
Corrective Action	Replace the front passenger seat tracks.																	
Parts Information	<table border="1" style="width: 100%;"> <tr> <td style="width: 30%;">Parts Control Type: VIN to Order</td> <td>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. 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 </td> </tr> </table> <table border="1" style="width: 100%; text-align: center;"> <thead> <tr> <th>Criteria</th> <th>Part Number</th> <th>Description</th> <th>Qty. per Vehicle</th> <th>Ordering Method</th> </tr> </thead> <tbody> <tr> <td>01</td> <td>4N1-881-184</td> <td>Passenger Seat Track</td> <td>1</td> <td>VIN to Order</td> </tr> <tr> <td>01</td> <td>4N0-898-028</td> <td>Repair Kit</td> <td>1</td> <td>VIN to Order</td> </tr> </tbody> </table> <p>VIN Lookup Tool (right click to open): </p>	Parts Control Type: VIN to Order	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. 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 	Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method	01	4N1-881-184	Passenger Seat Track	1	VIN to Order	01	4N0-898-028	Repair Kit	1	VIN to Order
Parts Control Type: VIN to Order	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. 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 																	
Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method														
01	4N1-881-184	Passenger Seat Track	1	VIN to Order														
01	4N0-898-028	Repair Kit	1	VIN to Order														
Code Visibility	<p>On or about July 18, 2019, affected vehicles will be listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list will not be posted for dealers who do not have any affected vehicles.</p> <p>On or about July 18, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about July 18, 2019, affected vehicles will be identified with this campaign code in the VIN Lookup tool at www.audiusa.com and on the NHTSA VIN lookup tool at www.safercar.gov.</p>																	
Owner Notification	Owner notification will take place in July 2019. Owner letter examples are included in this bulletin for your reference.																	
Additional Information	Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.																	

The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2019 Audi of America, Inc. All Rights Reserved.

IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS

New Vehicles in Dealer Inventory: 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.

Pre-Owned Vehicles in Dealer Inventory: 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.

Dealers must ensure that every affected inventory vehicle has this campaign completed before delivery to consumers.

Claim Entry Instructions

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.

Service Number	72J3									
Damage Code	0099									
Parts Vendor Code	002									
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90									
Causal Indicator	Mark lower seat frame tracks as causal part*									
Vehicle Wash/Loaner	Do not claim wash/loaner under this action									
Criteria I.D.	01									
	Replace the front passenger seat tracks. Labor operation: 7273 55 99 125 T.U. <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>1.00</td><td>4N1881184</td><td>Lower seat frame tracks*</td></tr><tr><td>1.00</td><td>4N0898028</td><td>Repair kit</td></tr></tbody></table>	Quantity	Part Number	Description	1.00	4N1881184	Lower seat frame tracks*	1.00	4N0898028	Repair kit
Quantity	Part Number	Description								
1.00	4N1881184	Lower seat frame tracks*								
1.00	4N0898028	Repair kit								

Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V415

**Subject: Safety Recall 72J3 – Front Passenger Seat Tracks
Certain 2019 Model Year Audi A8**

Dear Audi Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2019 model year Audi A8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** The rivet connection on the front passenger seat track may fail in a frontal crash due to a spindle bracket separating from the rivet joint. In the event of a crash, the occupant in the passenger seat has an increased risk of injury.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the front passenger seat tracks. This work will take about two hours 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.
- 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.

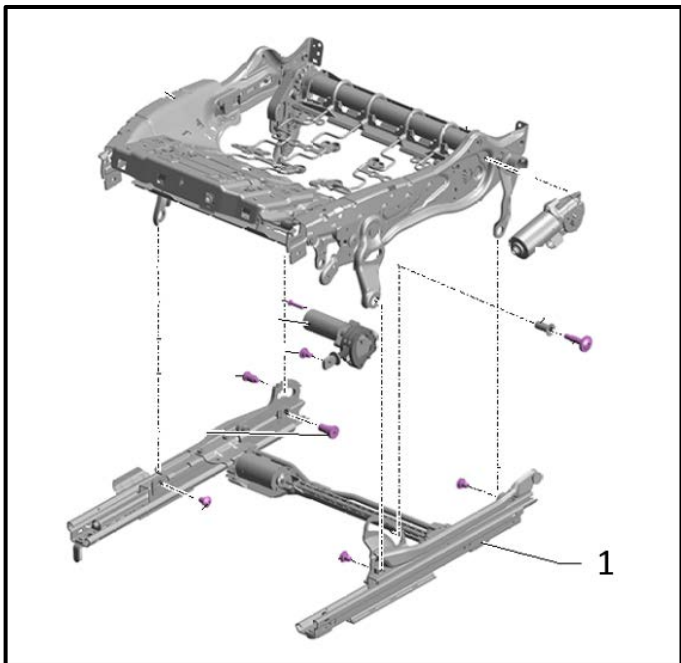
Sincerely,

Audi Customer Protection

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.

Repair Overview



- Replace passenger front seat frame tracks <1>.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
01	1	4N1.881.184	Lower seat frame tracks
	1	4N0.898.028	Repair kit

NOTE

The specified part numbers reflect the status at the start of this recall. 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.

Required Tools

 <p>Trim Removal Wedge -3409- (or equivalent)</p>	 <p>Universal Vehicle Protector -VAS871001- (or equivalent)</p>
 <p>Torque Wrench 1783 2-10Nm -VAG1783- (or equivalent)</p>	 <p>Torque Wrench 5-50Nm -VAG1331- (or equivalent)</p>
 <p>Torque Wrench 40-200 Nm -VAG1332- (or equivalent)</p>	 <p>Scraper Set -VAS6845- (or equivalent)</p>

Repair Instruction

Section A - Check for Previous Repair

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.

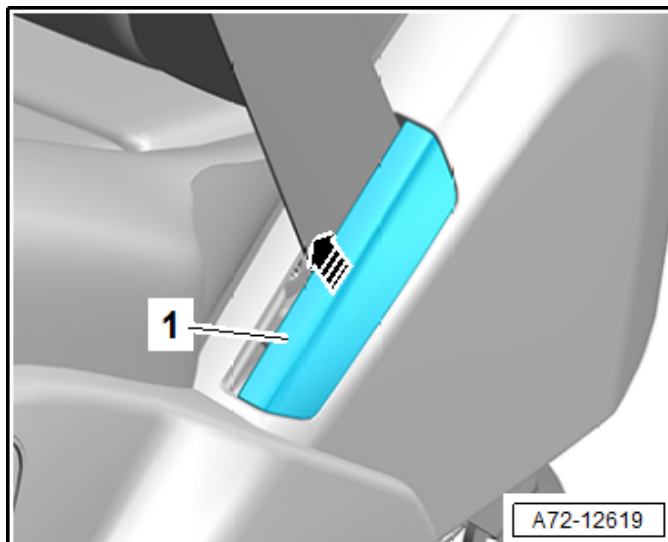
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

Proceed to Section B

Section B – Repair Procedure

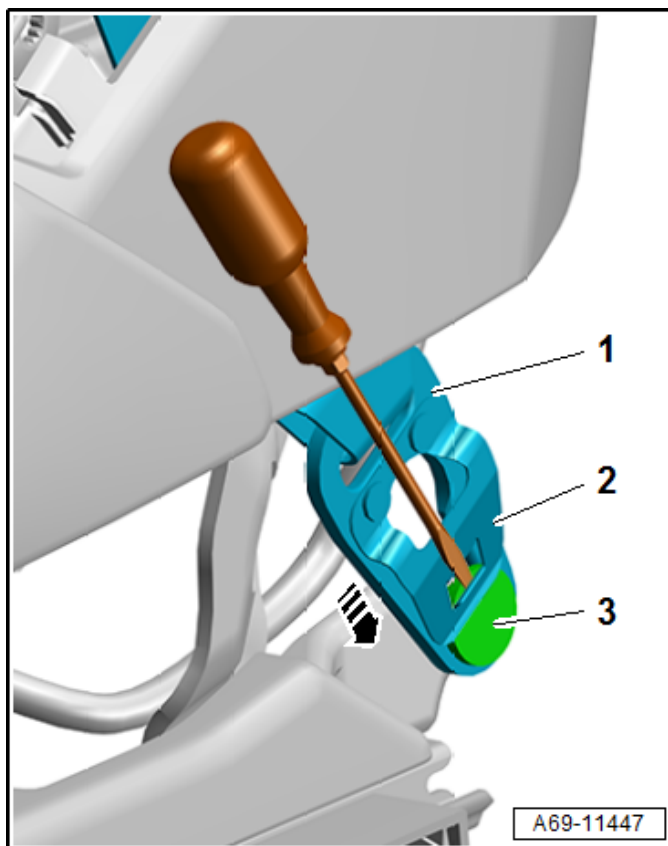
WARNING

Risk of injury. Refer to “Warning and Safety Precautions”, found in **Appendix A** at the end of this document.



Remove belt end fitting:

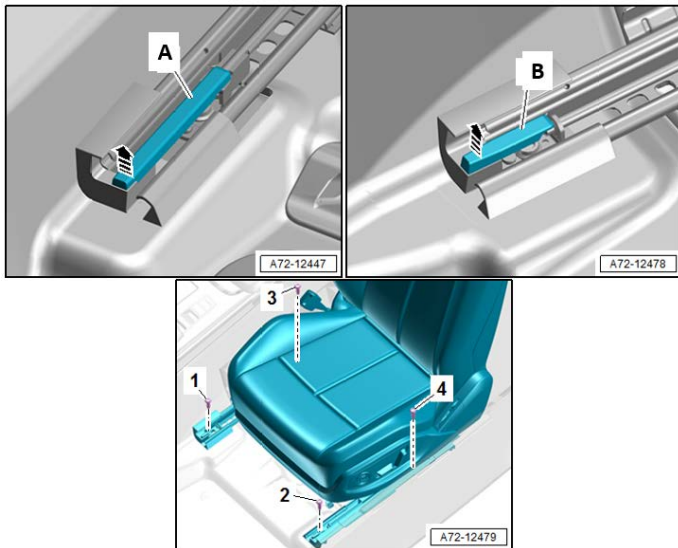
- Move the passenger front seat all the way forward and up.
- Unclip the seat belt outlet trim <1> in direction of <arrow> by hand or using the scraper from the -VAS6845-.



CAUTION

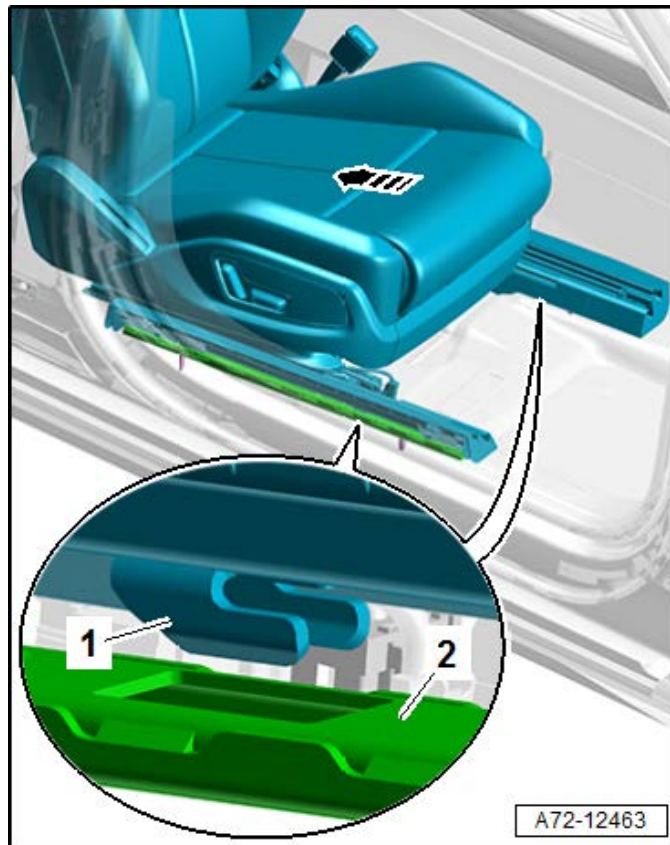
Risk of damaging the spring on the belt end fitting due to improper handling.

- Move the spring just far enough until it is possible to release the tab on the spring.
- DO NOT bend the spring.
- Release the spring catches <2> by inserting a small flat-head screwdriver in the opening in the spring.
- Push the belt end fitting <1> downward in direction of <arrow> and disengage from the pin <3>.
- Guide out the belt end fitting upward through the seat belt guide under the seat side trim.



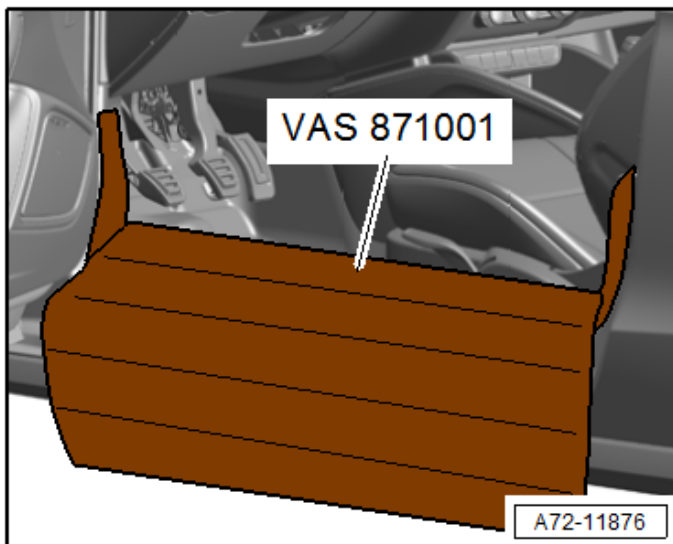
Remove spindle covers and seat rail bolts:

- Remove the left and right rear spindle covers <A> using the -3409- or a small flat-head screwdriver in direction of <arrow>.
- Remove seat bolts <3 and 4>.
- Move the seat all the way to the rear and then into its lowest position.
- Remove the left and right front spindle covers using the -3409- or a small flat-head screwdriver in direction of <arrow>.
- Remove seat bolts <1 and 2>.



Disengage crash hook:

- Disengage the crash hook <1> from the adapter rail <2> by sliding the reclining seat back <arrow> and raising it.

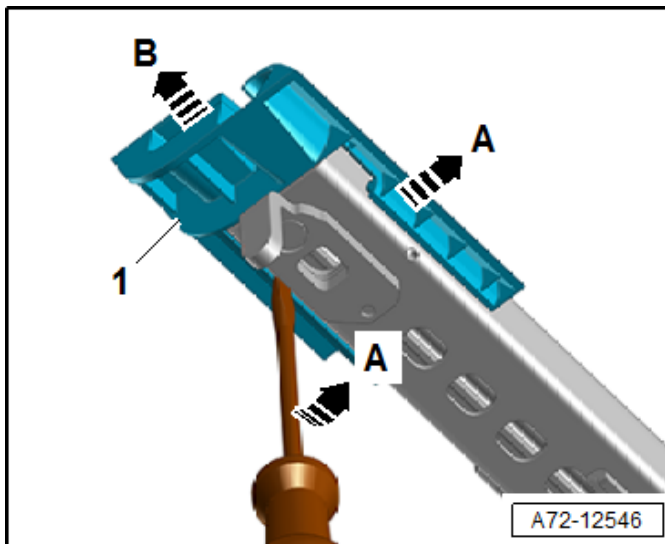


Remove front passenger seat:

CAUTION

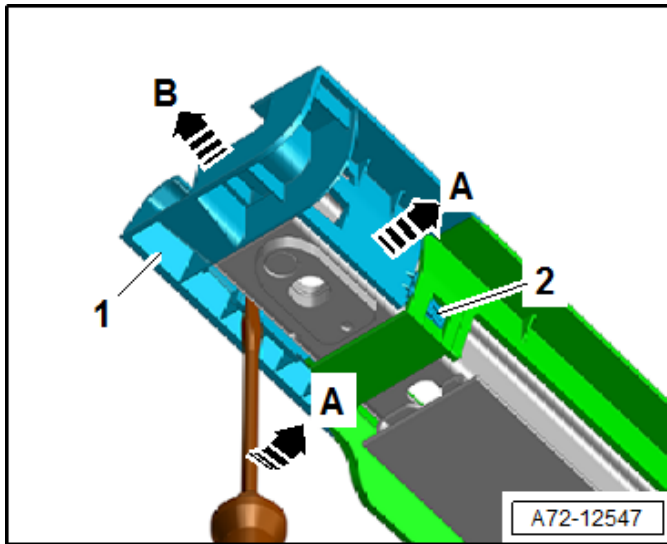
Risk of Injury

- Pyrotechnical components can deploy unintentionally.
 - Discharge static electricity by briefly touching the door striker.
- Before disconnecting the power supply to the seat, move the seat to the center position and as high as it will go, ensuring that both the seat and the head restraint are vertical. Check whether the seat position sensor is accessible and can be removed later.
 - Disconnect the connectors on the connector station in the floor.
 - To protect the sill panel before removing the front seat, attach the -VAS871001-.
 - Remove the front seat from the vehicle with a second technician.



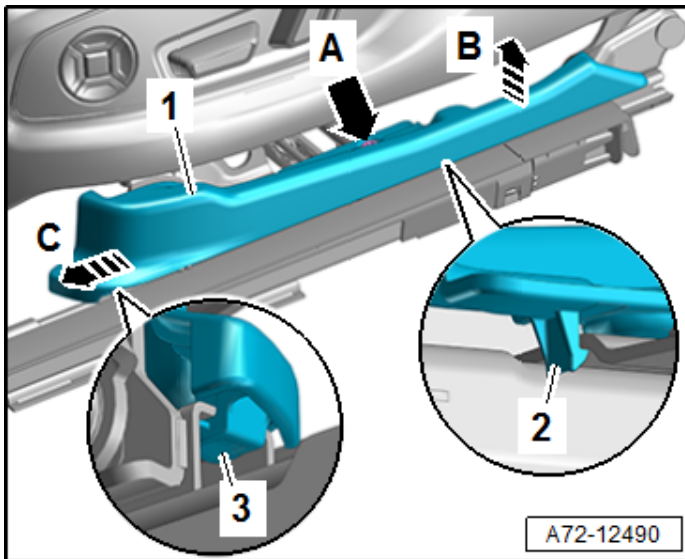
Remove front and rear seat rail covers (tunnel side):

- Insert a flat-head screwdriver between the cover <1> and the seat rail.
- Release the tabs from the seat rail by raising the cover <1> slightly at the side using the flat-head screwdriver <arrows A> and remove it from the seat rail <arrow B>.



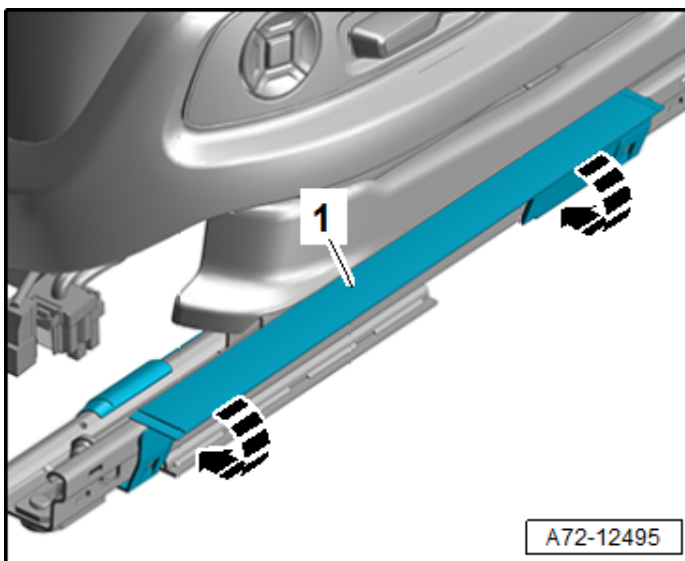
Remove front and rear seat rail covers (sill side):

- Insert a flat-head screwdriver between the cover <1> and the seat rail.
- Release the tabs from the seat rail by raising the cover <1> slightly at the side using the flat-head screwdriver <arrows A> and remove it from the seat rail <arrow B>.
- Release the retainer <2> and remove the cover from the seat rail.



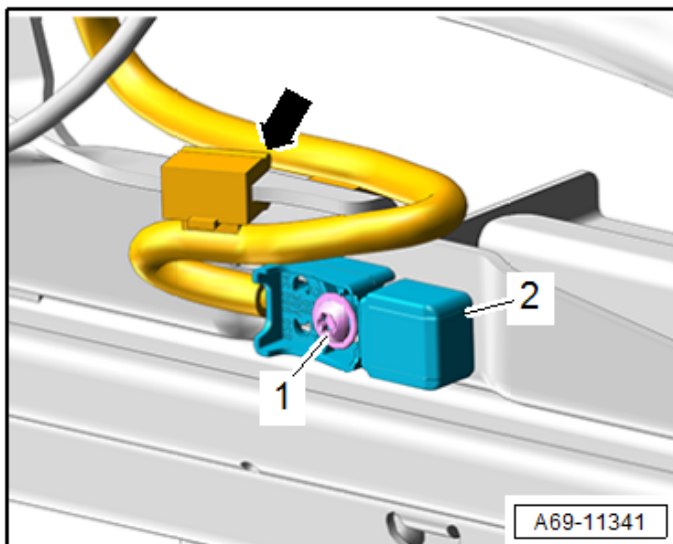
Remove upper center seat rail cover:

- The seat must be in its highest position.
- Remove the expanding clip <arrow A> on the upper center seat rail cover.
- Release the rear hook <2> on the inside of the seat rail and lift the rear cover slightly <arrow B>.
- Disengage the upper center seat rail cover <1> at the hook <3> by sliding it in the direction of travel <arrow C> and remove.



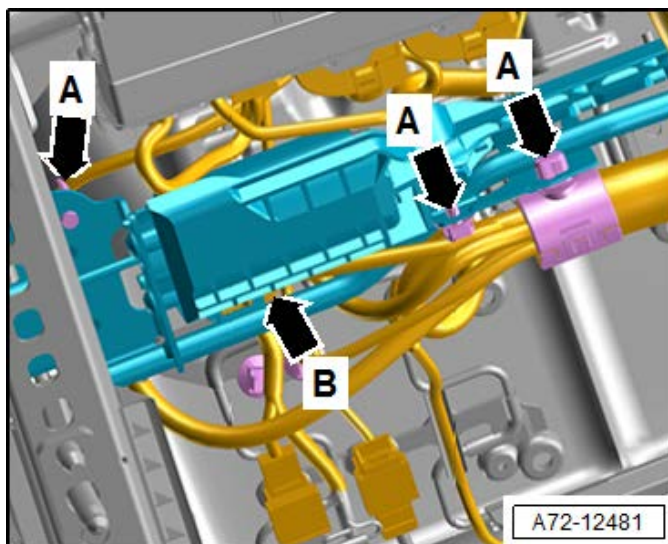
Remove lower center seat rail cover:

- Disengage the seat rail cover <1> at the upper edge of the outer side of the seat rail <arrows>.
- Detach and remove the seat rail cover.



Remove seat position sensor:

- Remove the bolt <1>.
- Unclip the seat position sensor <2> from the seat pan lower frame and disengage it.

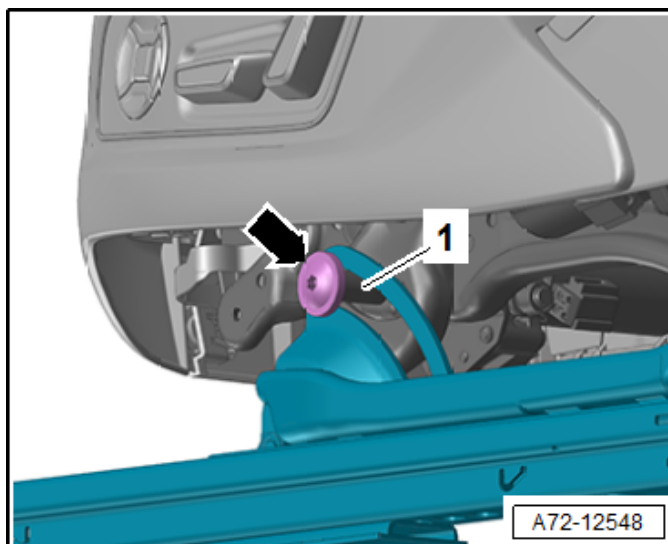


Unclip wiring from lower seat frame:

TIP

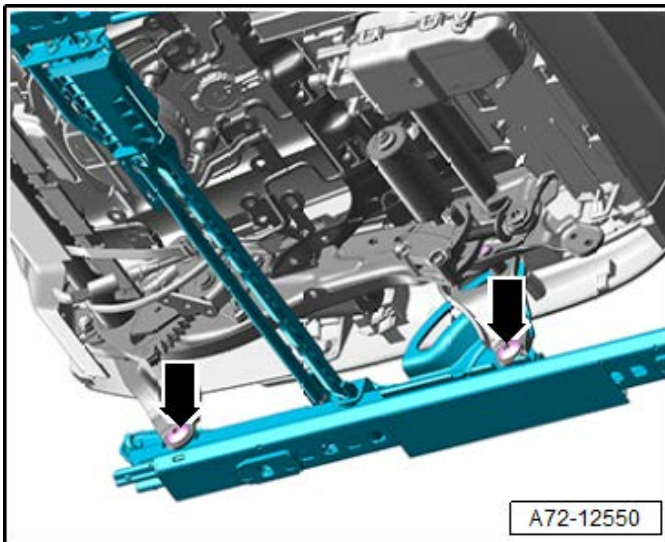
Take photos of the wire positioning and routing to reference during reinstallation.

- Unclip the wire bracket <arrows A> for routing the wires using a flat-head screwdriver.
- Disconnect the connector <arrow B> from the seat forward/back adjustment motor.
- Support the seat pan upper frame with the backrest, so that it does not fall or get damaged when disconnecting it from the lower frame.



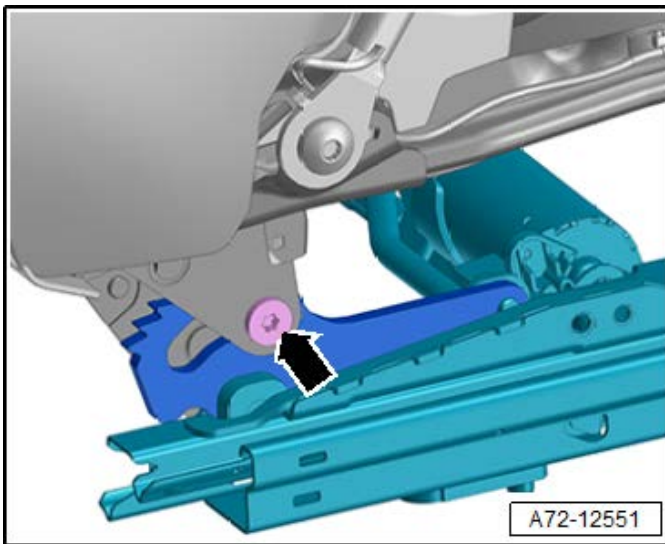
Remove crash catch bolt:

- Remove the crash catch bolt <arrow> on the sill side and remove with the sleeve <1>.



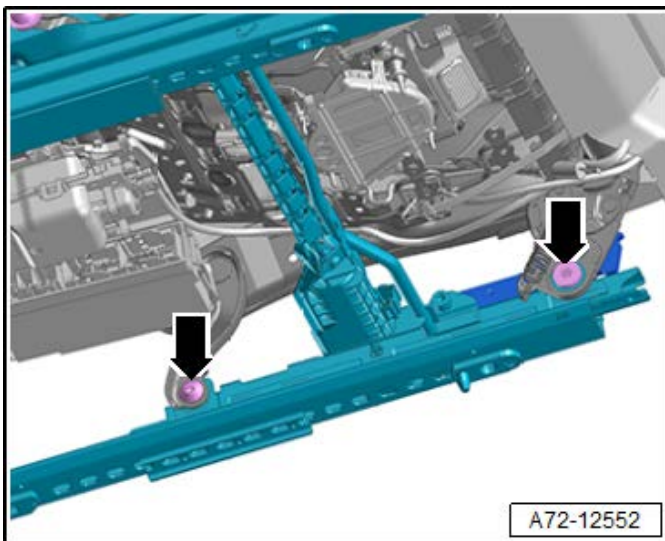
Remove sill side bolts:

- Remove the front and rear bolts <arrows>.



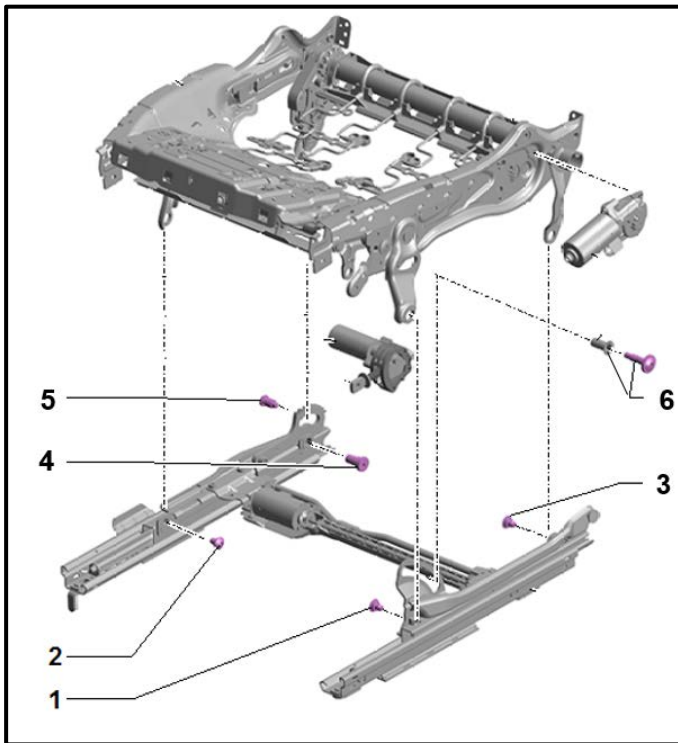
Remove tunnel side bolt:

- Loosen the bolt <arrow> on the tunnel side and remove.







Remove tunnel side bolts:

- Remove the front and rear bolts <arrows> on the tunnel side.
- Remove the lower frame from the seat pan upper frame.



Install new lower frame in reverse order of removal:

- The new seat frame comes with transportation bolts installed in the locations indicated in the chart below. Remove these bolts and use new bolts from the repair kit.
- Start all bolts by hand first.
- Install new bolts from repair kit and torque bolts according to the following chart:

Pos.	Torque	Bolt Image
1, 2, 3	24 Nm	
4	60 Nm	
5	24 Nm	
6	24 Nm	

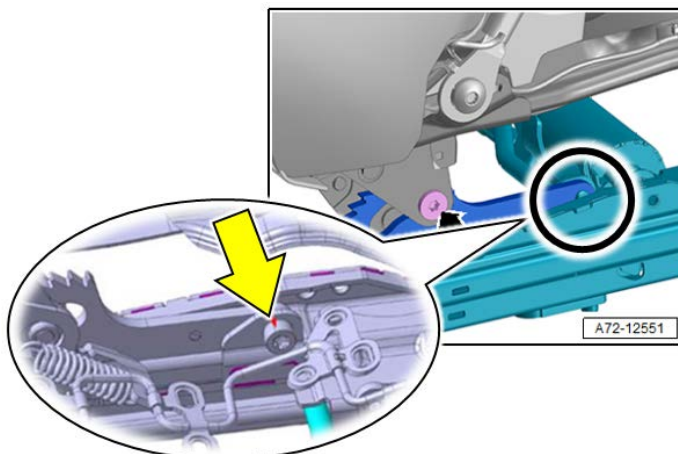
NOTE

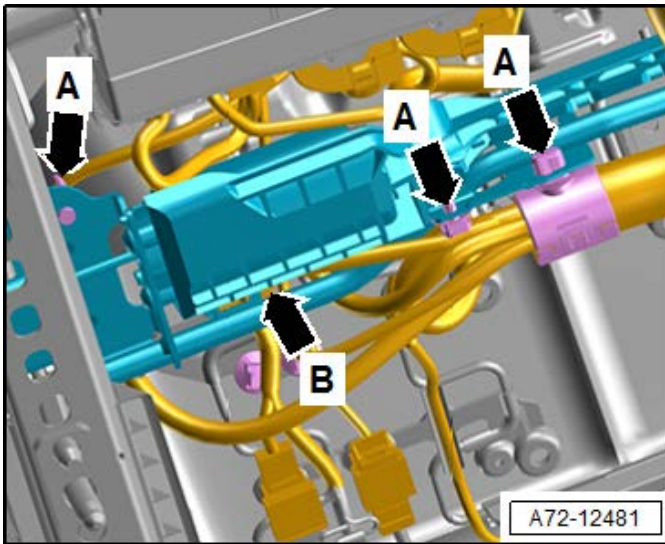
Seat cushion and backrest shown removed for clarity. The seat cushion and backrest do not require removal.

- Torque bolt <arrow> on tunnel side of seat frame to 24 Nm + 4 Nm.

NOTE

This bolt comes pre-installed on the seat frame.





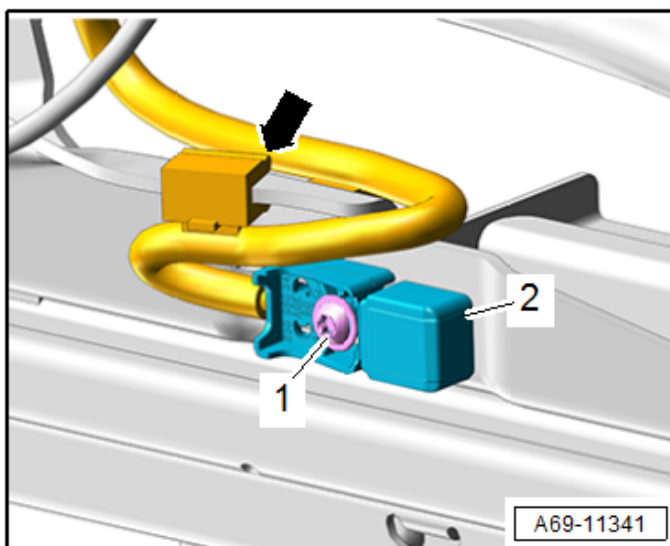
Reinstall wiring:

- Installation is the reverse order of removal.

Seat installation:

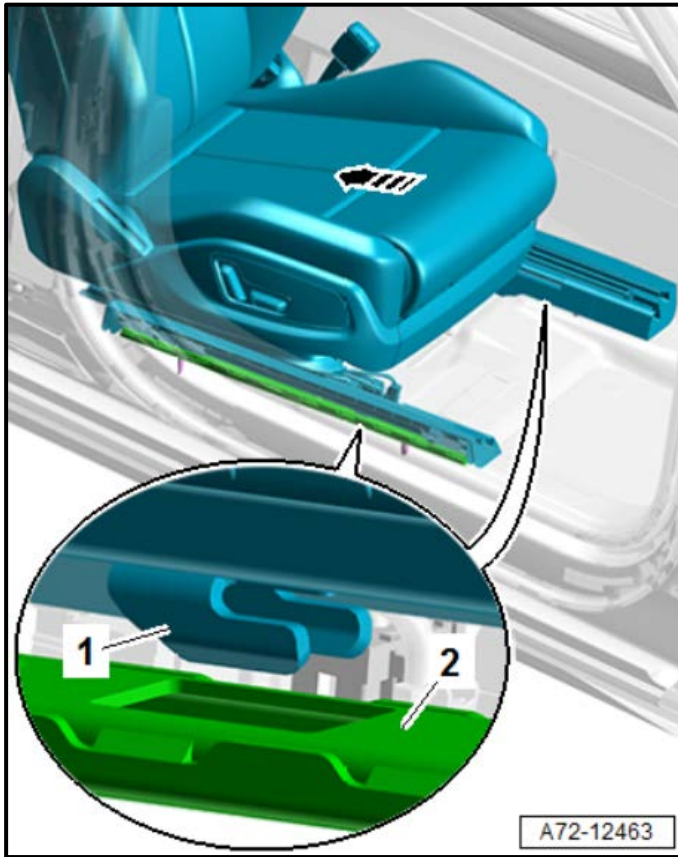
⚠ CAUTION
Risk of Injury
<ul style="list-style-type: none"> • Pyrotechnical components can deploy unintentionally. • Discharge static electricity by briefly touching the door striker.

- Install seat frame rail covers in the reverse order of removal.
- To protect the sill panel before installing seat, attach the -VAS871001-.
- Install seat in the vehicle with the help of a second technician.



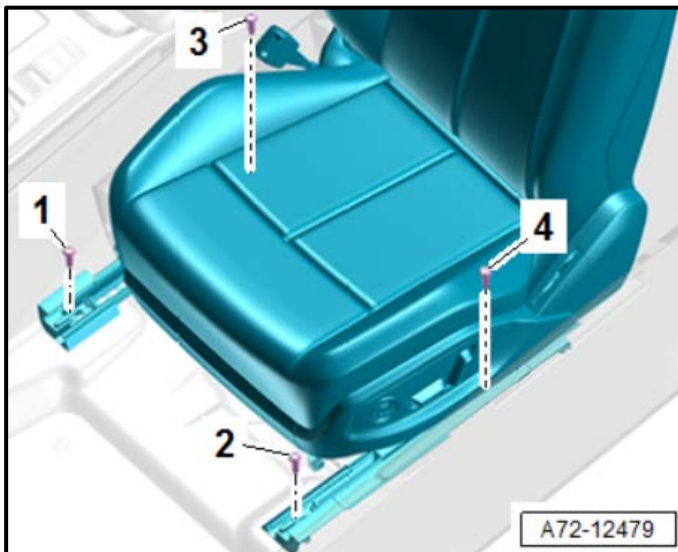
Install seat position sensor:

- When delivered, the new seat rail for the reclining seat is not in the correct position to fit the seat position sensor.
- First position the fully assembled seat in the vehicle and plug in electrical connectors.
- Then move seat to correct position and install seat position sensor.
- Erase event memory with vehicle diagnostic tester in Guided Functions mode.
- Installation of the sensor is the reverse order of removal.
- Torque bolt <1> to 1.2 Nm.



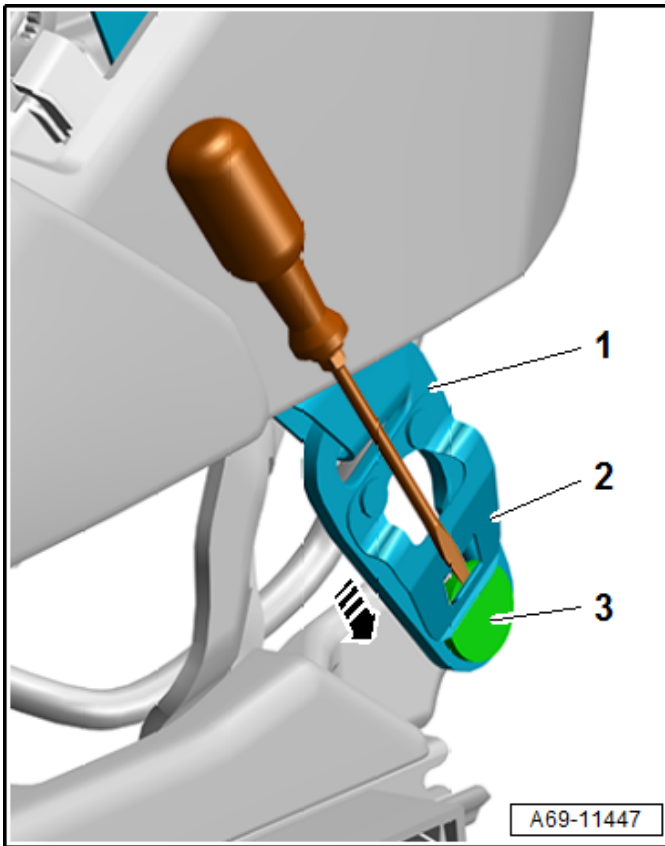
Engage crash hook:

- Align the seat and engage the crash hook <1> into the adapter rail <2>.



Install seat bolts:

- Install bolts <1 and 2> and torque to 40 Nm.
- Install spindle covers in the reverse order of removal.
- Move seat all the way forward.
- Install bolts <3 and 4> and torque to 40 Nm.
- Install spindle covers in the reverse order of removal.



Install belt end fitting:

- Installation is 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.

Appendix A – Warning and Safety Precautions

WARNING

General Safety Precautions when Working with Pyrotechnic Components:

- Pyrotechnic components always contain propellant that generates a gas during combustion. In some components, there is also a supply of pressurized gas to ensure this gas is generated
- This pressurized gas is stored under high pressure in a compressed gas container. Pyrotechnic components are triggered by electrical/mechanical igniters.
- Only trained personnel should perform testing, assembly and servicing work. Airbags do not have a replacement interval.
- Never check with test lamps, voltmeter or ohmmeters.
- Only check pyrotechnic components when they are installed in the vehicle using vehicle diagnosis, testing and information systems approved by the manufacturer.
- When replacing pyrotechnic components and the airbag control module, disconnect the battery ground strap while the ignition is switched on. Then cover the negative terminal.
- Wait 10 seconds after disconnecting the battery.
- The ignition must be SWITCHED ON when connecting the battery. There should not be anyone inside the vehicle when doing this.
- Exception: vehicles with batteries in the passenger compartment. In this case, stay outside the range of the airbags and seat belts.
- Wash your hands after touching ignited pyrotechnic components from the restraint system.
- Do not open or repair pyrotechnic components. Use only new components to reduce the risk of injury.
- Do not install pyrotechnic components that have fallen onto a hard surface or show signs of damage.
- Discharge static electricity before handling pyrotechnic components, for example before disconnecting the electrical connector. This can be done by touching grounded metal objects such as the door striker pin.
- Install pyrotechnic components immediately after removing them from their transport packaging. If you must stop working, store the pyrotechnic component in its original transport packaging.
- Do not leave pyrotechnic components lying in the open unattended.
- Do not treat pyrotechnic components with grease, cleaning solutions or similar products.
- Do not expose pyrotechnic components to temperatures above 100 °C, even for brief periods of time.
- People in the immediate vicinity of the workplace must be protected from possible noise and projectiles.
- Pyrotechnic components can trigger unintentionally.
- In the event of deployment:
 - Single-stage inflators: allow airbag to cool down completely. Wait at least 10 minutes before handling.
 - Two-stage inflators: wait for second airbag ignition. Allow airbag to cool down completely. Wait at least 10 minutes before handling.