

Safety Recall

Code: 66K6



Subject	Wheelhouse Liner Trim																								
Release Date	August 02, 2019																								
Affected Vehicles	<p>U.S.A. & CANADA: Certain 2018-2019 MY Audi Q5</p> <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 & verification source.</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 cover trim for the wheel arches may become loose. If this happens, the trim may detach completely when driving, creating a road hazard and safety risk to others on the road. If the condition is present in the vehicle, a customer may notice the edge of the wheel arch trim sticking out. Additionally, a wind noise may also be heard when driving.																								
Corrective Action	Secure each wheel arch trim with an additional screw and a nut.																								
Precautions	If the condition is present in the vehicle, a customer may notice the edge of the wheel arch trim sticking out. Additionally, a wind noise may also be heard when driving. If either of these conditions exist, customers are advised to contact their authorized Audi dealer and arrange to have the vehicle inspected/serviced without delay.																								
Parts Information	<table><tr><td>Parts Control Type: Upper Order Limit</td><td>Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.</td></tr><tr><td>Initial Allocation: YES</td><td>Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.</td></tr></table> <table><tr><th>Criteria</th><th>Part Number</th><th>Description</th><th>Qty. per Vehicle</th><th>Ordering Method</th></tr><tr><td>02</td><td>80A.821.175</td><td>Bracket</td><td>2</td><td>UOL</td></tr><tr><td>02</td><td>N 911.545.01</td><td>Screw</td><td>4</td><td>UOL</td></tr><tr><td>02</td><td>N 015.467.2</td><td>Nut</td><td>4</td><td>UOL</td></tr></table>	Parts Control Type: Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.	Initial Allocation: YES	Dealers will be sent an initial allocation prior to customer notification. If no initial allocation was received, please reference the Repair Projection Tool (below) to view your potential VIN population.	Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method	02	80A.821.175	Bracket	2	UOL	02	N 911.545.01	Screw	4	UOL	02	N 015.467.2	Nut	4	UOL
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	Repair Projection Tool (right click to open):																								
Code Visibility	<p>Since June 27, 2019, affected vehicles were listed on the Inventory Vehicle Open Campaign Action report under My Dealership Reports (found on www.accessaudi.com & OMD Web). A list was not posted for dealers who did not have any affected vehicles.</p> <p>Since June 27, 2019, this campaign code showed open on affected vehicles in Elsa.</p> <p>Since June 27, 2019, affected vehicles were 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 August 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.

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.
- ✓ Canada dealers: Upload the repair order [signed by customer] to Audi WIN/Operations/Campaign Closure.

Service Number	66K6												
Damage Code	0099												
Parts Vendor Code	002												
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90												
Causal Indicator	Mark speed nut as causal part*												
Vehicle Wash/Loaner	Do not claim wash/loaner under this action												
Criteria I.D.	02												
	<p>Install wheel arch cover fasteners</p> <p>Labor operation: 6645 49 99 50 T.U.</p> <table border="1"><thead><tr><th>Quantity</th><th>Part Number</th><th>Description</th></tr></thead><tbody><tr><td>4.00</td><td>N 0154672</td><td>Speed nut*</td></tr><tr><td>4.00</td><td>N 91154501</td><td>Screw</td></tr><tr><td>2.00</td><td>80A821175</td><td>Bracket</td></tr></tbody></table>	Quantity	Part Number	Description	4.00	N 0154672	Speed nut*	4.00	N 91154501	Screw	2.00	80A821175	Bracket
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Customer Letter Example (USA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 19V416

**Subject: Safety Recall 66K6 - Wheelhouse Liner Trim
Certain 2018-2019 Model Year Audi Q5**

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 2018-2019 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue?	The cover trim for the wheel arches may become loose. If this happens, the trim may detach completely when driving, creating a road hazard and safety risk to others on the road. If the condition is present in the vehicle, a customer may notice the edge of the wheel arch trim sticking out. Additionally, a wind noise may also be heard when driving.
What will we do?	To correct this defect, your authorized Audi dealer will secure each wheel arch trim with an additional screw and a nut. This work will take about an hour 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.
Precautions you should take	If the condition is present in the vehicle, a customer may notice the edge of the wheel arch trim sticking out. Additionally, a wind noise may also be heard when driving. If either of these conditions exist, customers are advised to contact their authorized Audi dealer and arrange to have the vehicle inspected/serviced without delay.
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

Customer Letter Example (CANADA)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

**Subject: Safety Recall 66K6 - Wheelhouse Liner Trim
Certain 2018-2019 Model Year Audi Q5**

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. Audi has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019 model year Audi Q5 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The cover trim for the wheel arches may become loose. If this happens, the trim may detach completely when driving, creating a road hazard and safety risk to others on the road. If the condition is present in the vehicle, a customer may notice the edge of the wheel arch trim sticking out. Additionally, a wind noise may also be heard when driving.

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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 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.

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



- Install securing fasteners on both front and both rear wheel arch covers.

Required Parts

Criteria	Quantity	Part Number	Part Description
02	4	N 015.467.2	Speed nut
	4	N 911.545.01	Screw
	2	80A.821.175	Bracket

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



Torque Wrench 1783
2-10 Nm
-VAG1783-
(or equivalent)

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

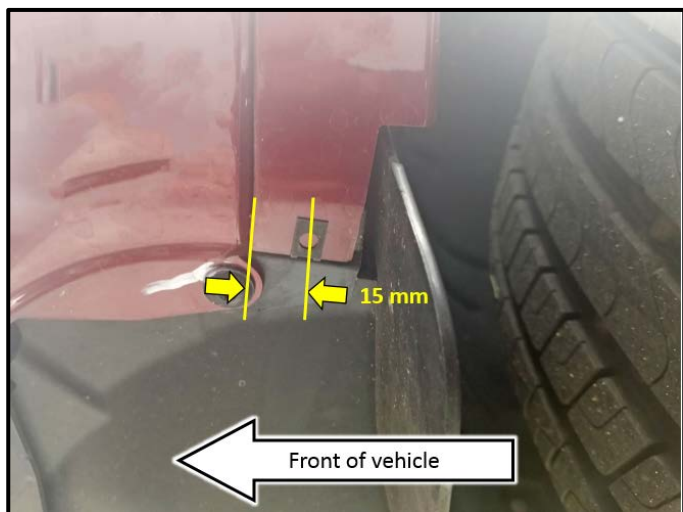
Section B – Repair Procedure



The left front and right front wheel arch covers will be secured underneath the vehicle and in front of each front wheel.

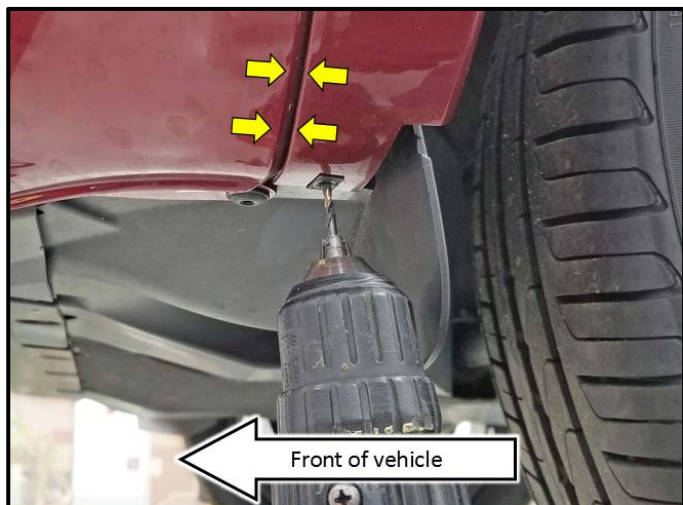
NOTE

The following repair steps outline the left side. Work on the right side is similar.



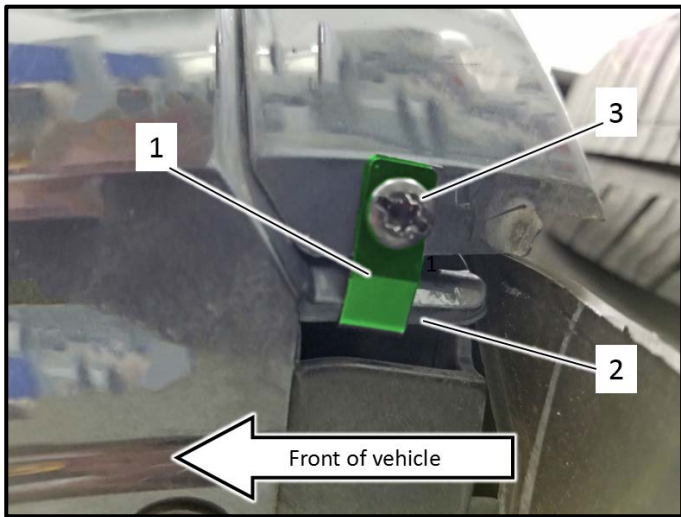
Install speed nut (front):

- Install speed nut so the center of the hole in the speed nut is 15 mm from the front edge of the wheel arch cover.



Drill hole (front):

- Hold the wheel arch cover in place so a uniform gap <arrows> is maintained.
- Using a 7/64" drill bit (2.8 mm), drill through the center of the speed nut approximately 30-40 mm.



Install bracket and screw (front):

- Install bracket <1> so it hooks onto the front bumper cover <2>.
- Install screw <3> through the previously installed speed nut and torque to 2.1 Nm.

! NOTE

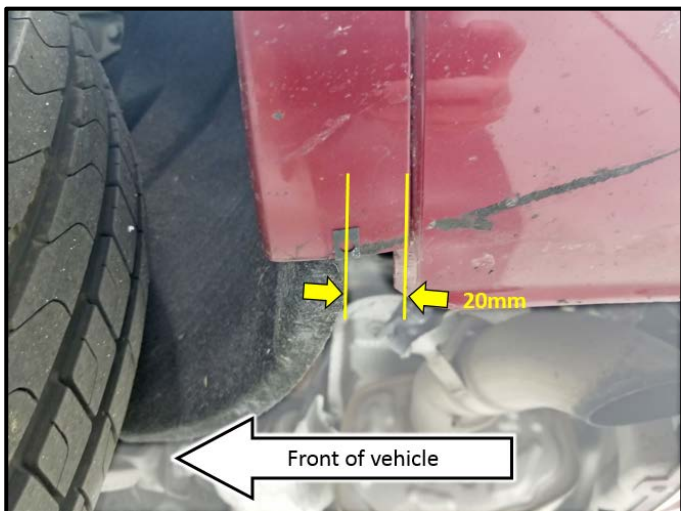
The screw will be secured to the speed nut on the wheel arch cover. The bracket hooks behind the front bumper cover and will secure the wheel arch.



The left rear and right rear wheel arch covers will be secured underneath the vehicle and behind each wheel.

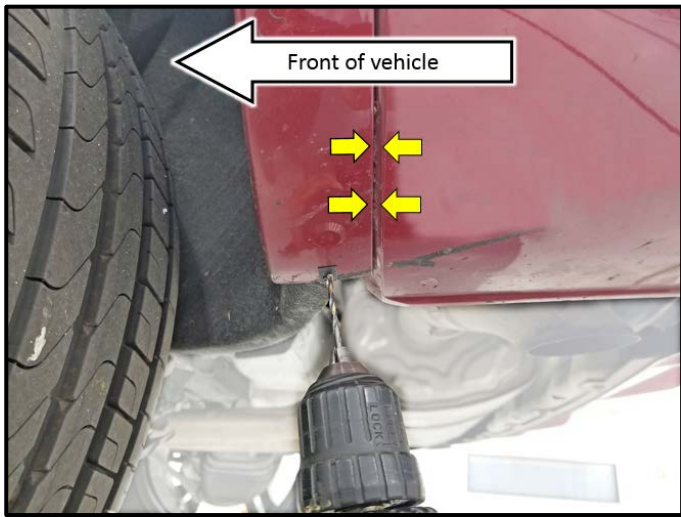
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The following repair steps outline the left side. Work on the right side is similar.



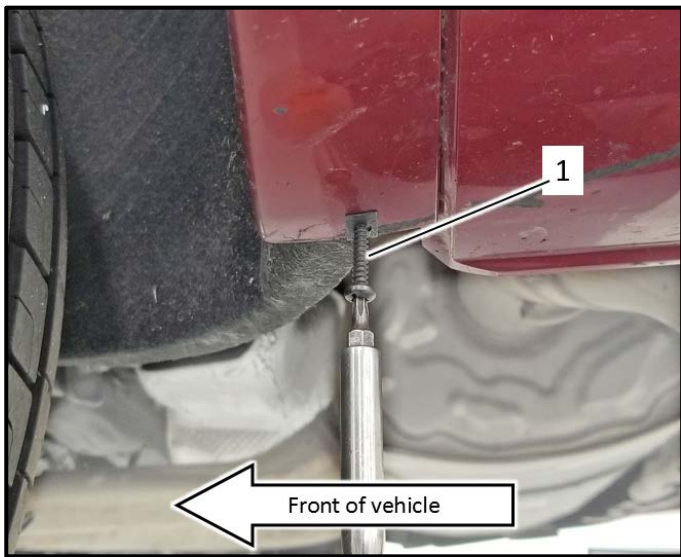
Install speed nut (rear):

- Install speed nut so the center of the hole in the speed nut is 20 mm from the rear edge of the wheel arch cover.



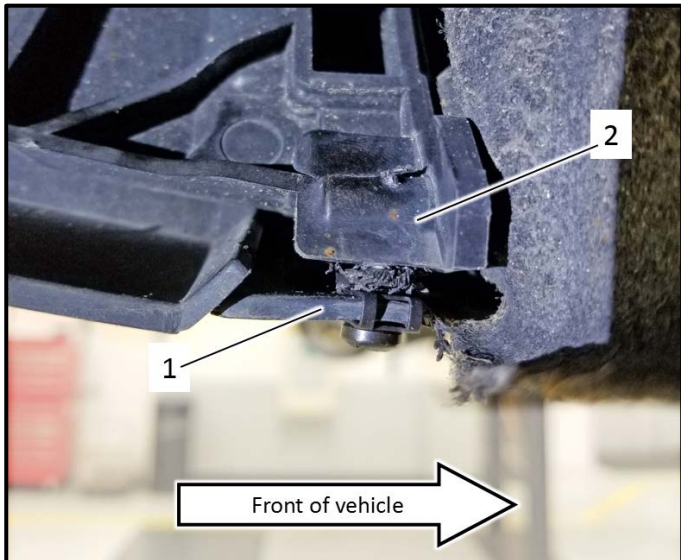
Drill hole (rear):

- Hold the wheel arch in place so a uniform gap <arrows> is maintained.
- Using a 7/64" drill bit (2.8 mm), drill through the center of the speed nut approximately 30-40 mm.



Install screw (rear):

- Press the bottom of the wheel arch upward while installing screw <1> and torque screw <1> to 2.1 Nm.



NOTE

The screw will be secured to the speed nut on the wheel arch cover <1>. The rest of the screw will pass through the hole drilled in the guide piece <2> behind the wheel arch cover. This will keep the wheel arch cover in place.

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.