

Safety Recall

Code: 42L1



Audi

REVISION

Subject Rear Axle Trailing Arm Lock Nut

Release Date November 20, 2021

REVISION SUMMARY Claiming and work instructions updated.

Rear axle alignment must be checked prior to replacing the lock nuts.

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2020	2021	A4 ALLROAD	442
USA	2020	2021	A4 SEDAN	5,097
USA	2020	2021	A5 CABRIOLET	433
USA	2020	2021	A5 COUPE	469
USA	2019	2021	A5 SPORTBACK	2,148
USA	2020	2021	A6 ALLROAD	371
USA	2020	2021	A6 SEDAN	2,760
USA	2020	2021	A7	254
USA	2020	2021	A8	282
USA	2020	2021	Q5	19,246
USA	2021	2021	Q5 SPORTBACK	3
USA	2021	2021	Q7	2,727
USA	2021	2021	Q8	1,156
USA	2019	2021	RS5 COUPE	76
USA	2019	2021	RS5 SPORTBACK	157
USA	2021	2021	RS6 AVANT	176
USA	2021	2021	RS7	270
USA	2021	2021	RS Q8	116
USA	2020	2021	S4 SEDAN	498
USA	2020	2021	S5 CABRIOLET	142
USA	2020	2021	S5 COUPE	129
USA	2019	2021	S5 SPORTBACK	839
USA	2020	2021	S6 SEDAN	293
USA	2020	2021	S7	167
USA	2020	2021	S8	90
USA	2020	2021	SQ5	2,649
USA	2021	2021	SQ5 SPORTBACK	3
CAN	2020	2021	A4 ALLROAD	62
CAN	2020	2021	A4 SEDAN	842
CAN	2020	2020	A5 CABRIOLET	24
CAN	2020	2020	A5 COUPE	52

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. ©2021 Audi of America, Inc. and Audi Canada. All Rights Reserved.

CAN	2019	2021	A5 SPORTBACK	403
CAN	2020	2021	A6 ALLROAD	28
CAN	2020	2021	A6 SEDAN	44
CAN	2020	2021	A7	18
CAN	2020	2021	A8	5
CAN	2020	2021	Q5	2,745
CAN	2021	2021	Q5 SPORTBACK	1
CAN	2021	2021	Q7	132
CAN	2021	2021	Q8	113
CAN	2019	2021	RS5 COUPE	21
CAN	2021	2021	RS5 SPORTBACK	10
CAN	2021	2021	RS6 AVANT	37
CAN	2021	2021	RS7	23
CAN	2021	2021	RS Q8	41
CAN	2020	2021	S4 SEDAN	85
CAN	2020	2021	S5 CABRIOLET	20
CAN	2020	2021	S5 COUPE	75
CAN	2020	2021	S5 SPORTBACK	265
CAN	2020	2021	S6 SEDAN	23
CAN	2020	2021	S7	12
CAN	2020	2021	S8	8
CAN	2020	2021	SQ5	306
CAN	2021	2021	SQ5 SPORTBACK	1

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 only valid campaign inquiry & verification source.

- ✓ 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	<p>Due to stress corrosion cracking on lock nuts of particular production batches, the nut of the eccentric bolt on the trailing arm of the rear axle may break which may cause alterations in the wheel alignment of the rear axle. This could be noticed by a steering wheel misalignment when driving straight ahead or by the vehicle pulling to one side when braking or accelerating.</p> <p>It cannot be ruled out that the rear axle could suddenly and uncontrollably move in the wrong direction at higher speeds. This can lead to a loss of vehicle control and a crash without warning.</p>
Corrective Action	The affected lock nut will be replaced. If the screw connection is already damaged, it will be replaced completely.
Precautions	If this condition is present in the vehicle, the driver may notice a steering wheel misalignment when driving straight ahead or the vehicle pulling to one side when braking or accelerating. Should this occur, owners are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.
Code Visibility	On or about May 28, 2021, the campaign code was applied to affected vehicles.
Owner Notification	Owner notification will take place in June 2021. 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.

Parts Information

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.

Repair Projection Tool:
(right click to open) 

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
4A, 4K, A8, FY, Q7 or Q8	4	WHT-010-234	FLANGE NUT	UOL
8W or F5	2			

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.

Service Number	42L1		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark FLANGE NUT* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	8W or F5		
	LABOR		
	Labor Op	Time Units	Description
	4211 55 99	120	Replace control arm nuts
	PARTS		
	Quantity	Part Number	Description
	2.00	WHT010234	FLANGE NUT*
Criteria I.D.	4A, 4K, A8, FY, Q7, or Q8		
	LABOR		
	Labor Op	Time Units	Description
	4211 56 99	130	Replace control arm nuts
	PARTS		
	Quantity	Part Number	Description
	4.00	WHT010234	FLANGE NUT*

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>

NHTSA: 21V295

Subject: Safety Recall 42L1 – Rear Axle Trailing Arm Lock Nut

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 2019-2021 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 stress corrosion cracking on lock nuts of particular production batches, the nut of the excentric bolt on the trailing arm of the rear axle may break which may cause alterations in the wheel alignment of the rear axle. This could be noticed by a steering wheel misalignment when driving straight ahead or by the vehicle pulling to one side when braking or accelerating.
- The rear axle could suddenly and uncontrollably move in the wrong direction at higher speeds. This can lead to a loss of vehicle control and a crash without warning.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the affected lock nut. If the screw connection is already damaged, it will be replaced completely. 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 this condition is present in the vehicle, the driver may notice a steering wheel misalignment when driving straight ahead or the vehicle pulling to one side when braking or accelerating. Should this occur, owners are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.
- 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: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

Transport Canada Recall: 2021249

Subject: Safety Recall 42L1 – Rear Axle Trailing Arm Lock Nut

Dear Audi Owner,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Due to stress corrosion cracking on lock nuts of particular production batches, the nut of the excentric bolt on the trailing arm of the rear axle may break which may cause alterations in the wheel alignment of the rear axle. This could be noticed by a steering wheel misalignment when driving straight ahead or by the vehicle pulling to one side when braking or accelerating.

It cannot be ruled out that the rear axle could suddenly and uncontrollably move in the wrong direction at higher speeds. This can lead to a loss of vehicle control and a crash without warning.

What will we do? To correct this defect, your authorized Audi dealer will replace the affected lock nut. If the screw connection is already damaged, it will be replaced completely. 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.

Precautions you should take If this condition is present in the vehicle, the driver may notice a steering wheel misalignment when driving straight ahead or the vehicle pulling to one side when braking or accelerating. Should this occur, owners are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this letter, you shall forward this letter (and any subsequent notice, if applicable) to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle identified in this letter, please fill out the enclosed prepaid Owner Reply Card and mail it to us so we can update our records.

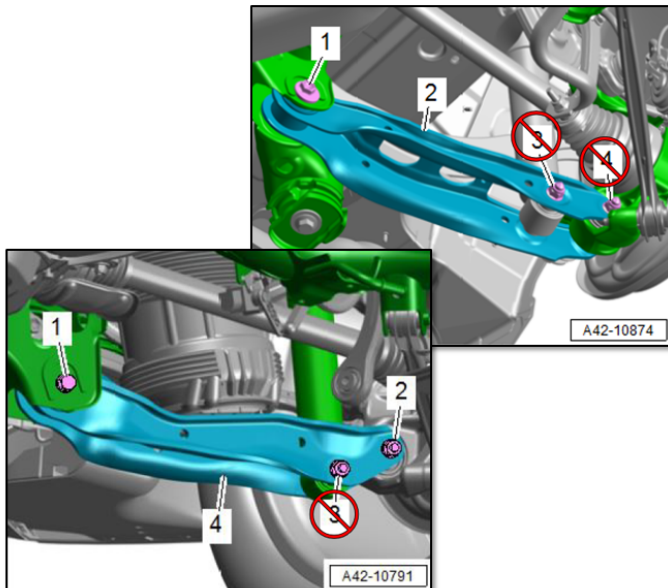
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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

Repair Overview



- A4 and A5 variants: Replace left and right control arm nuts at the connection to the subframe.
- All other models: Replace left and right control arm nuts at the subframe and at the wheel bearing housing.

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 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.**

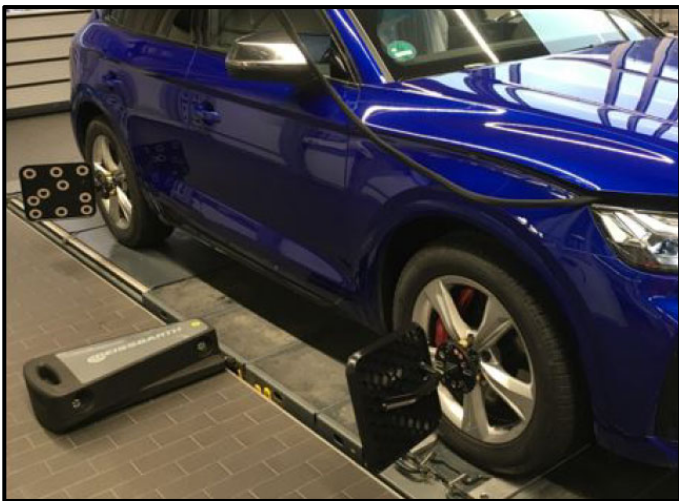
Vehicles with Criteria F5 or 8W

- Proceed to Section B

Vehicles with Criteria FY, 4A, 4K, Q7, Q8 or A8:

- Proceed to Section C

Section B – Repair Procedure for Criteria F5 or 8W



NOTE

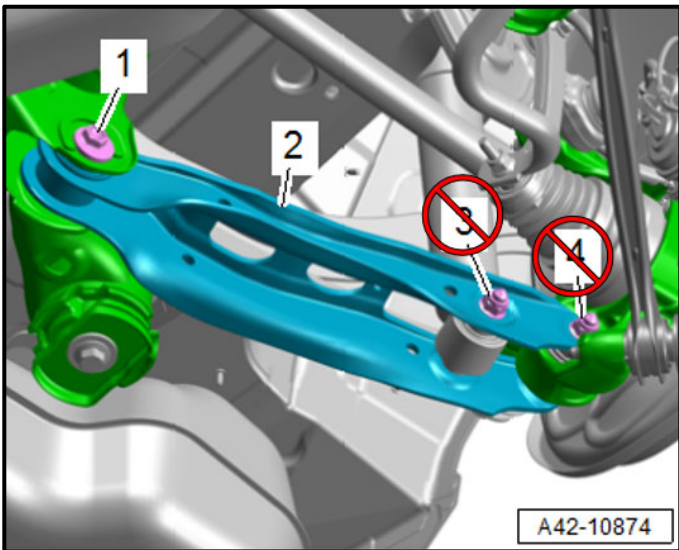
All work in this campaign is performed with the vehicle on the wheel alignment platform.

- Perform an initial wheel alignment measurement:
 - Refer to your Alignment Equipment Instructions and ELSA Repair Manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 44 Wheels, Tires, Wheel Alignment*

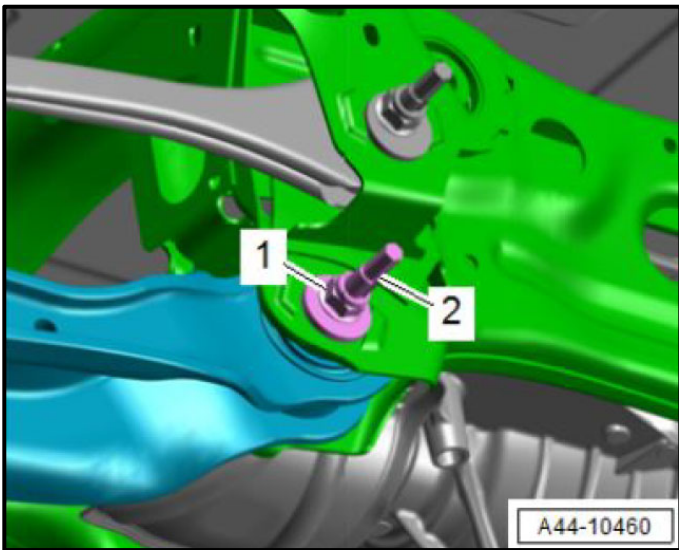
CAUTION

STOP! STOP!

- The customer must be informed immediately if there is an issue with the wheel alignment.
- Incorrect wheel alignment is treated as a pre-existing issue, which occurred prior to the campaign.
- Therefore, the cost of performing a wheel alignment will not be covered by this action.



- The nuts at connection <1> of both rear lower control arms <2> will be replaced.



⚠ CRITICAL REPAIR STEP

STOP STOP STOP

- When replacing the nut for threaded connection <1> the camber must be adjusted via the eccentric threaded connection <1> back to the same degree of accuracy as the original camber and toe setting measured during the initial measurement.
- Tolerance = 2 angular minutes
- Counterhold the bolt and torque the new nut to 140 Nm.

! NOTE

It is not normally necessary to adjust the toe setting directly.

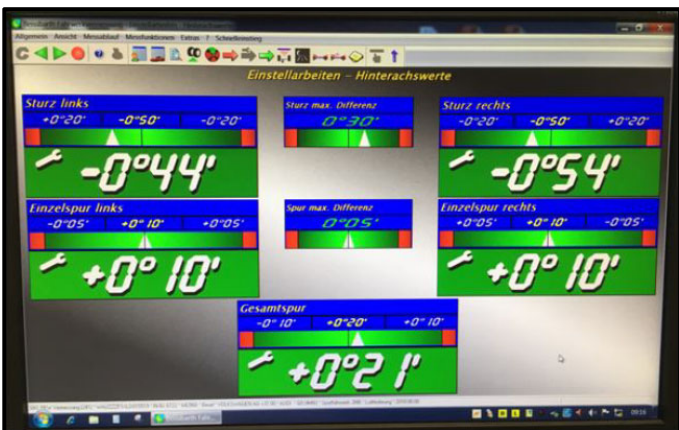
- A record of the measurements (initial and final measurements) must be archived at the dealer.

! NOTE

The assist systems do not have to be calibrated since no adjustments have been made to the suspension.

! NOTE

The example illustration shows an RS Q8.



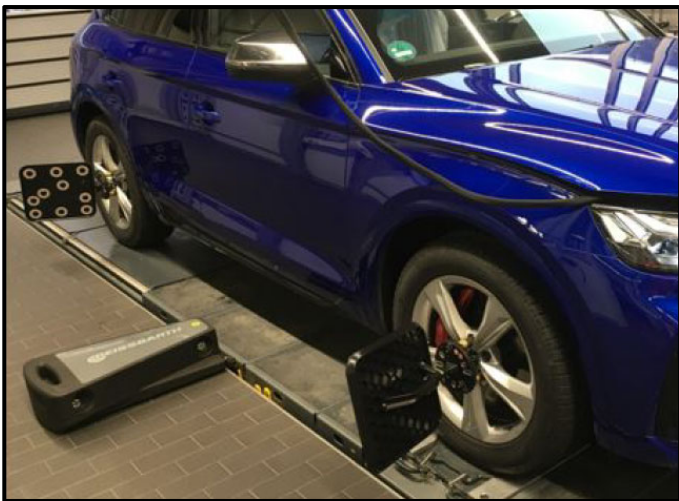
Proceed to Section D

Section C – Repair Procedure for Criteria FY, 4A, 4K, Q7, Q8 or A8



NOTE

All work in this campaign is performed with the vehicle on the wheel alignment platform.

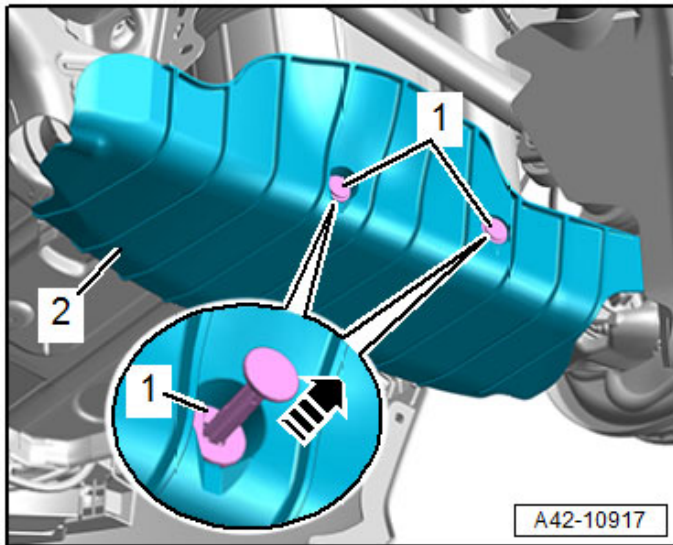


- Perform an initial wheel alignment measurement:
 - Refer to your Alignment Equipment Instructions and ELSA Repair Manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 44 Wheels, Tires, Wheel Alignment*

CAUTION

STOP! STOP!

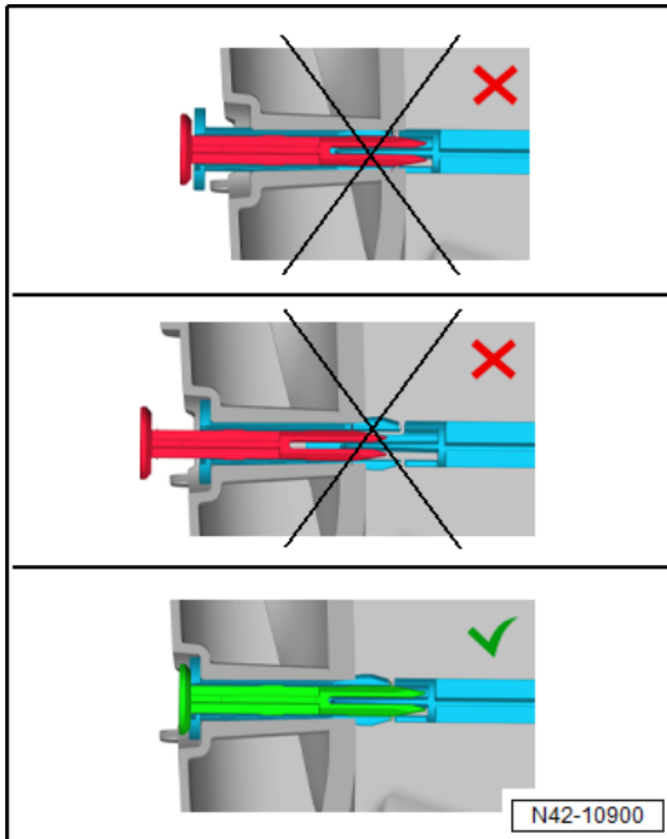
- The customer must be informed immediately if there is an issue with the wheel alignment.
- Incorrect wheel alignment is treated as a pre-existing issue, which occurred prior to the campaign.
- Therefore, the cost of performing a wheel alignment will not be covered by this action.



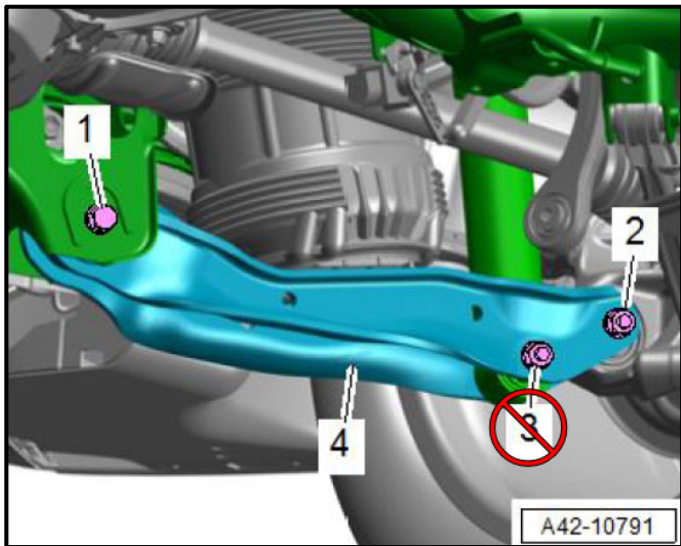
- If necessary, remove the wind deflectors from the control arm to access the connections:
 - Release the retainers in direction of <arrow> and remove the retaining pin <1>.
 - Remove the wind deflector <2> from the lower control arm.

NOTE

- Do not use excessive force when attempting to pull out locking pin <1> from the front side of the lower wind deflector.
- If the locking pin cannot be easily pulled out, the entire pin can be driven out from the back side (rear of lower control arm) with light force from a hammer.
- Once the entire pin is removed, the center locking pin can be pressed out into the correct installation position, and the pin can be reused.



- The center mandrel must be in the correct position before the securing pin can be reused.
- The illustration on the left shows the preparation of the securing pin for re-installation.



⚠ CAUTION

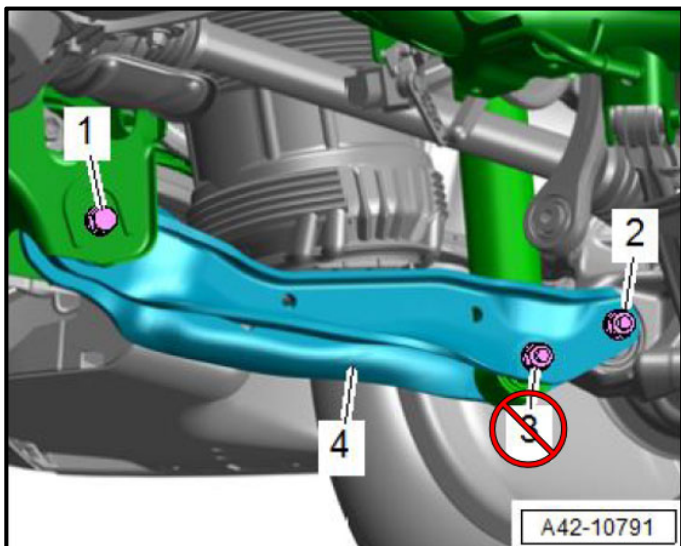
STOP! STOP!

- The outer nuts <2> on BOTH right and left lower control arms must both be replaced before replacing nuts <1>.
- Do not continue on with any other steps until outer nuts <2> are replaced and torqued to specification.

- Counterhold the bolt when loosening and tightening the new nut for connection <2>.
- Torque nut for connection <2> to 130 Nm + 180°.

ⓘ NOTE

Contrary to the ELSA repair manual, the bolt at connection <2> does not require replacement.



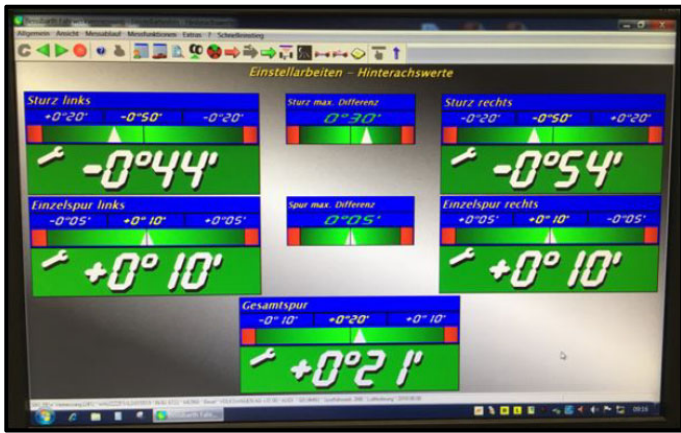
⚠ CRITICAL REPAIR STEP

STOP! STOP!

- When replacing the nut for threaded connection <1> the camber must be adjusted via the eccentric threaded connection <1> back to the same degree of accuracy as the original camber and toe setting measured during the initial measurement.
- Tolerance = 2 angular minutes
- Counterhold the bolt and torque the new nut to 140 Nm.

ⓘ NOTE

It is not normally necessary to adjust the toe setting directly.



- A record of the measurements (initial and final measurements) must be archived at the dealer.

NOTE

The assist systems do not have to be calibrated since no adjustments have been made to the suspension.

NOTE

The example illustration shows an RS Q8.

- Reinstall the wind deflector in the reverse order of removal, if necessary.

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.