

Safety Recall

Code: 42L2



Subject Suspension Strut

Release Date January 28, 2022

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2022	2022	E-TRON	10

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

A retaining ring on top of the suspension strut could come loose due to a potentially insufficient notch. If the retaining ring on top of the suspension strut gets loose, the air within the pneumatic spring will be released, leading to a loss of ride comfort accompanied by a drop in ride height on the affected suspension strut. Vehicle handling capabilities could be affected, increasing the risk of a crash.

Corrective Action

Inspect and, if necessary, replace the affected suspension strut.

Precautions

If the vehicle is experiencing the recall condition, a warning message, along with a red warning light, will be displayed indicating an air suspension malfunction. If this happens, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repaired.

Code Visibility

On or about January 28, 2022, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in January 2022. 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 (if required)

Parts Control Type: VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA
---	---

Parts Control Type: Free Order	Parts will be managed by Free Order
---	-------------------------------------

Initial Allocation: NO	There will be no parts allocation.
---	------------------------------------

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	9J1-616-037-D	DAMPER (left strut)	VIN to Order
	1	9J1-616-038-D	DAMPER (right strut)	VIN to Order
	3 (per strut)	N -102-613-11	NUT	Free Order
	1 (per strut)	N -108-544-01	SCREW	Free Order
	1 (per strut)	N -909-664-02	NUT	Free Order
	1 (per strut)	N -102-861-10	NUT	Free Order
	1 (per strut)	N -911-085-01	SCREW	Free Order
	1 (per strut)	WHT-005-633	NUT	Free Order
	1 (per strut)	WHT-007-021	NUT	Free Order
	1 (per strut)	298-407-475-A	RING	Free 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.

Service Number	42L2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal if a strut is NOT replaced Mark DAMPER* as causal part if a strut IS replaced		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Remove plenum chamber cover. Inspect circlip on both front struts. Circlip is ok, no further work required.		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	25	Inspect front strut circlips, no further work required

Continued on next page

	Remove plenum chamber cover. Inspect circlip on both front struts. LEFT strut requires replacement		
	LABOR		
	Labor Op	Time Units	Description
	4085 55 99	180	Replace left front strut
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	9J1616037D	DAMPER*
	3.00	N 10261311	NUT
	1.00	N 10854401	SCREW
	1.00	N 90966402	NUT
	1.00	N 10286110	NUT
	1.00	N 91108501	SCREW
	1.00	WHT005633	NUT
	1.00	WHT007021	NUT
	1.00	298407475A	RING
-OR-	Remove plenum chamber cover. Inspect circlip on both front struts. RIGHT strut requires replacement		
	LABOR		
	Labor Op	Time Units	Description
	4085 56 99	270	Replace right front strut
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	9J1616038D	DAMPER*
	3.00	N 10261311	NUT
	1.00	N 10854401	SCREW
	1.00	N 90966402	NUT
	1.00	N 10286110	NUT
	1.00	N 91108501	SCREW
	1.00	WHT005633	NUT
	1.00	WHT007021	NUT
	1.00	298407475A	RING

Continued on next page

-OR-	Remove plenum chamber cover. Inspect circlip on both front struts. BOTH struts require replacement		
	LABOR		
	Labor Op	Time Units	Description
	4085 57 99	410	Replace both front struts
	2706 89 50	10	Connect battery charger
	0150 00 00	Time stated on diagnostic protocol	GFF Operations (if necessary)
	PARTS		
	Quantity	Part Number	Description
	1.00	9J1616037D	DAMPER*
	1.00	9J1616038D	DAMPER
	Up to 6.00	N 10261311	NUT
	Up to 2.00	N 10854401	SCREW
	Up to 2.00	N 90966402	NUT
	Up to 2.00	N 10286110	NUT
	Up to 2.00	N 91108501	SCREW
	Up to 2.00	WHT005633	NUT
Up to 2.00	WHT007021	NUT	
Up to 2.00	298407475A	RING	

-AND-	Add as needed depending on vehicle axle alignment		
	LABOR		
	Labor Op	Time Units	Description
	4495 03 99	90	Vehicle alignment front + rear measure
	<i>ADD as needed:</i>		
	4488 15 99	20	Front wheel track adjust
	4489 15 99	Up to 380	Front wheel camber adjust
	4493 15 99	30	Rear wheel track adjust
	4494 15 99	20	Rear wheel camber adjust
	9163 15 99	40	Adaptive Cruise Control (ACC) System Adjust
	9638 15 99	40	Camera Driver Assist System Adjust

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: 21V935

Subject: Safety Recall 42L2 – Suspension Strut

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 2022 model year Audi vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? A retaining ring on top of the suspension strut could come loose due to a potentially insufficient notch. If the retaining ring on top of the suspension strut gets loose, the air within the pneumatic spring will be released, leading to a loss of ride comfort accompanied by a drop in ride height on the affected suspension strut. Vehicle handling capabilities could be affected, increasing the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace the affected suspension strut. The inspection will take about an hour to complete and will be performed for you free of charge. If, after inspection, your vehicle requires further repair or if parts need to be ordered, your dealer will require additional time for parts to be shipped and to complete this repair. 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 vehicle is experiencing the recall condition, a warning message, along with a red warning light, will be displayed indicating an air suspension malfunction. If this happens, customers are advised to contact an authorized Audi dealer without delay and make arrangements to have the vehicle inspected/repared.

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).

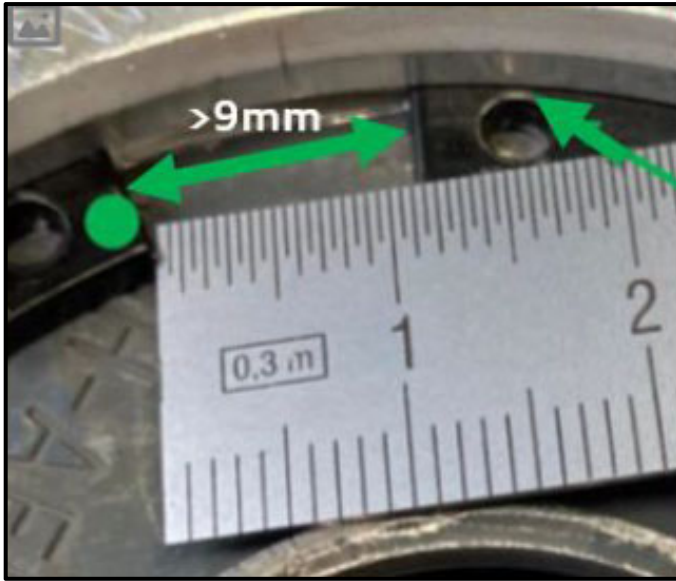
If you still cannot obtain satisfaction, you may file a complaint with: The Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

Repair Overview



- Check BOTH front air suspension strut circlips.
- Replace strut(s), 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.

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.

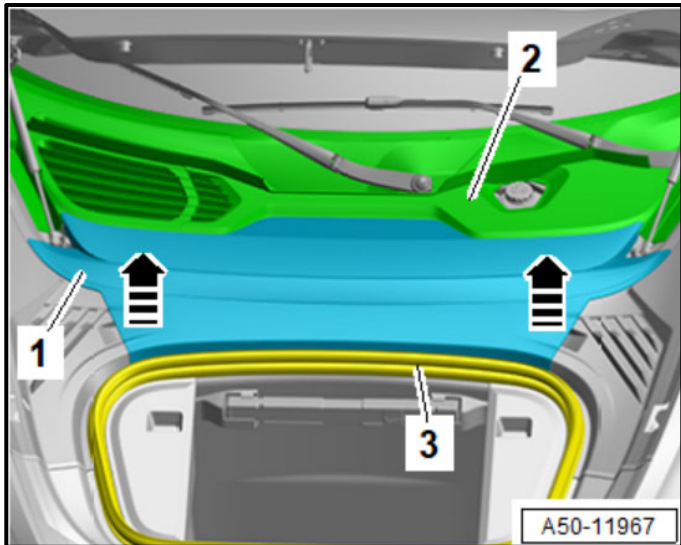
CRITICAL REPAIR STEP

 **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.

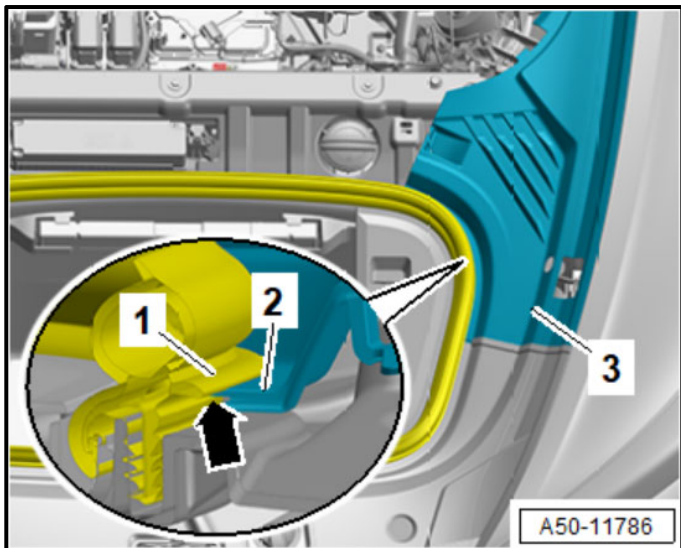
- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Air Strut Circlip Inspection



Remove front plenum chamber cover:

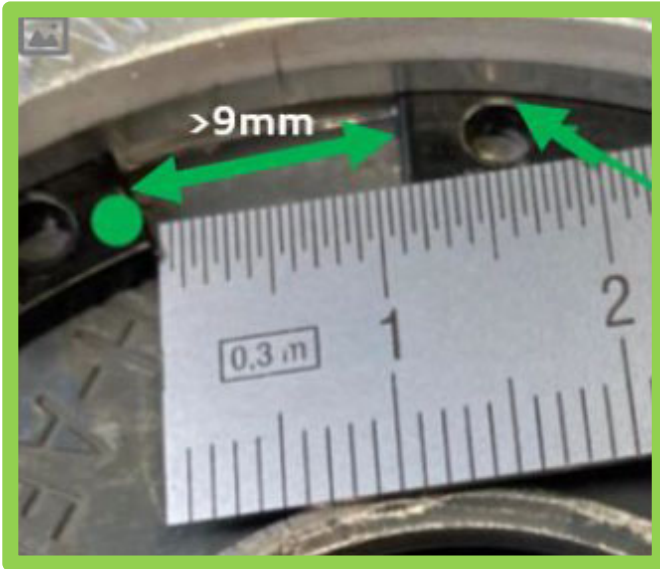
- Loosen the plenum chamber cover <1> out of the catches in direction of <arrows> and remove it from the luggage compartment seal <3>.
- Remove the front plenum chamber cover forward in the direction of travel out of the plenum chamber cover <2>.



NOTE

Note the following when reinstalling the cover:
When positioning the plenum chamber cover <3>, pay attention that the guide edge <2> is seated under the lip <1> from the luggage compartment seal <arrow>.

Inspect circlip on BOTH front struts:

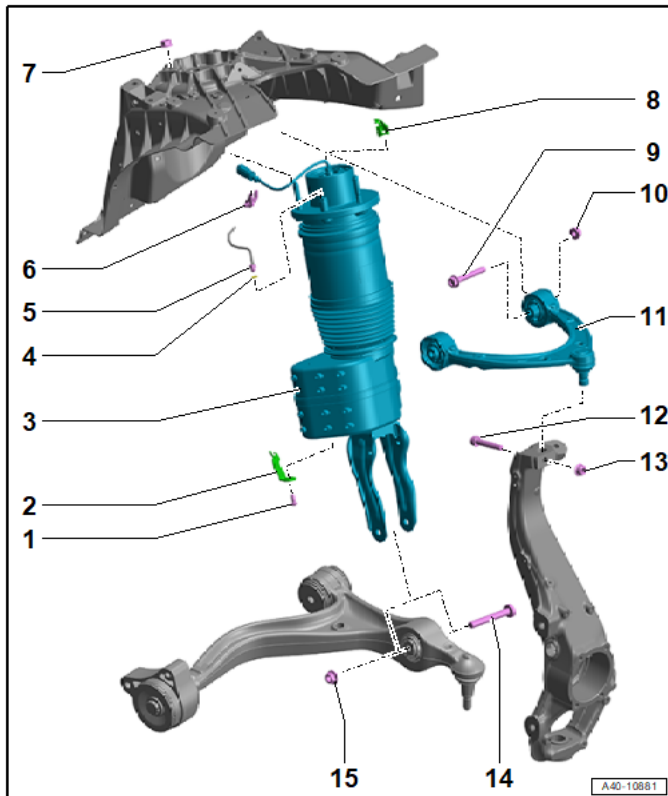


- If the measured distance of the circlip is greater than 9 mm and if the two holes on the circlip <second green arrow> are in direct contact with the flange:
 - The strut is OK.
 - If both struts are OK, reinstall the plenum chamber cover in the reverse order of removal and Proceed to Section D.



- If the measured distance of the circlip is less than 9 mm and/or if the two holes on the circlip are not in direct contact with the flange:
 - The affected strut must be replaced.
 - Proceed to Section C.

Section C – Replacing Air Strut



Replace air strut(s) according to the ELSA repair manual:

- Refer to ELSA Repair Manual for special tools.
- Refer to all Warnings and Cautions listed in ELSA Repair Manual.
- See ELSA Repair Manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Suspension Strut and Upper Control Arm > Suspension Strut, Removing and Installing*
- Perform a four wheel alignment as needed.

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).