

# Safety Recall

## Code: 42M4



<b>Subject</b>	Suspension Strut																		
<b>Release Date</b>	February 10, 2023																		
<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>2022</td> <td>2022</td> <td>E-TRON GT</td> <td>96</td> </tr> <tr> <td>CAN</td> <td>2022</td> <td>2022</td> <td>E-TRON GT</td> <td>10</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2022	2022	E-TRON GT	96	CAN	2022	2022	E-TRON GT	10
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2022	2022	E-TRON GT	96															
CAN	2022	2022	E-TRON GT	10															
	<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>	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 becomes 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. This can affect vehicle handling capabilities, increasing the risk of a crash.																		
<b>Corrective Action</b>	Inspect and, if necessary, replace the affected suspension strut.																		
<b>Precautions</b>	If the recall condition is present in the vehicle, customers may see a warning message in the instrument panel, along with a red warning light, indicating an air suspension malfunction. Should this occur, customers are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repaired.																		
<b>Code Visibility</b>	On December 20, 2022, the campaign code was applied to affected vehicles.																		
<b>Owner Notification</b>	Owner notification will take place in February 2023. Owner letter examples are included in this bulletin for your reference.																		
<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><b>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY &amp; COMPLIANCE RECALLS</b></p> <p><b><u>New Vehicles in Dealer Inventory:</u> 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.</b></p> <p><b><u>Pre-Owned Vehicles in Dealer Inventory:</u> 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.</b></p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>																		

## Parts Information (if required)

<b>Parts Control Type:</b> <b>VIN to Order</b>	If parts are needed to support a vehicle repair: <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>
---	--

<b>Parts Control Type:</b> <b>Free Order</b>	Parts will be managed by Free Order
---	-------------------------------------

<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.
---	---

<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
--	---

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
GT,01	1	9J1-616-037-E	DAMPER	VIN to Order
	1	298-407-475-A	RING	Free Order
	3	N -102-613-11	NUT	
	1	N -102-861-10	NUT	
	1	N -108-544-01	SCREW	
	1	N -909-664-02	NUT	
	1	N -911-085-01	SCREW	
	1	WHT-005-633	NUT	
	1	WHT-007-021	NUT	
	1	N -102-723-02	NUT	
	2	WHT-004-572	SCREW	
	1	WHT-004-995	FLANGE NUT	

### ! 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>	42M4		
<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 if strut is OK. Mark DAMPER* as causal part if strut is NOT OK.		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
Vehicles will have more than one criteria. Complete and claim all applicable criteria on <u>one</u> claim.			
<b>Criteria I.D.</b>	GT and 01		
	Check left (driver) front strut, replacement is not necessary		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	25	Check left (driver) front strut, replacement is not necessary
<b>OR</b>	Check left (driver) front strut, replacement is necessary		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4085 19 60	SEE ELSA	1 Suspension strut remove+reinstall
	4085 55 60	SEE ELSA	1 Suspension strut replace
	4050 19 50	SEE ELSA	1 Wheel bearing housing remove+reinstall
	4405 19 51	SEE ELSA	1 Wheel remove+reinstall
	2706 89 50	SEE ELSA	Battery charge
	0151 00 00	Time stated on diagnostic protocol	GFF Operations

**Continued on next page**

<b>LABOR</b>		
<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
4495 03 50	SEE ELSA	Vehicle alignment front + rear measure
<i>ADD the following labor operations as needed:</i>		
4488 15 50	SEE ELSA	Front wheel track adjust
4489 15 50	SEE ELSA	Front wheel camber adjust
4493 15 50	SEE ELSA	Rear wheel track adjust
4494 15 50	SEE ELSA	Rear wheel camber adjust
9092 00 51	SEE ELSA	Preparation Driver Assist Calibration <i>NOTE: can be claimed up to two times</i>
9163 15 50	SEE ELSA	Radar sensor adjust
9638 15 50	SEE ELSA	Camera Driver Assist System Adjust
<b>PARTS</b>		
<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
1.00	9J1616037E	DAMPER*
1.00	298407475A	RING
3.00	N 10261311	HEX. NUT
1.00	N 10272302	SHOULDERED HEX. NUT, SELF-LOCKING
1.00	N 10286110	SHOULDERED HEX. NUT, SELF-LOCKING
1.00	N 10854401	SCREW
1.00	N 90966402	SHOULDERED HEX. NUT, SELF-LOCKING
1.00	N 91108501	SOCKED HD. SCREW
2.00	WHT004572	SCREW
1.00	WHT004995	HEXAGON FLANGE NUT, SELF-LOCKING
1.00	WHT005633	12 POINT SOCKET SHOULDERED NUT
1.00	WHT007021	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:** 22V927

**Subject: Safety Recall 42M4 – 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 becomes 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. This can affect vehicle handling capabilities, 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. If the strut requires replacement the work will take about a day. This work 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 work. 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.

**Precautions you should take** If the recall condition is present in the vehicle, customers may see a warning message in the instrument panel, along with a red warning light, indicating an air suspension malfunction. Should this occur, customers are advised to contact an authorized Audi dealer without delay 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](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).

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:** 2022-712

**Subject: Safety Recall 42M4 – Suspension Strut**

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.

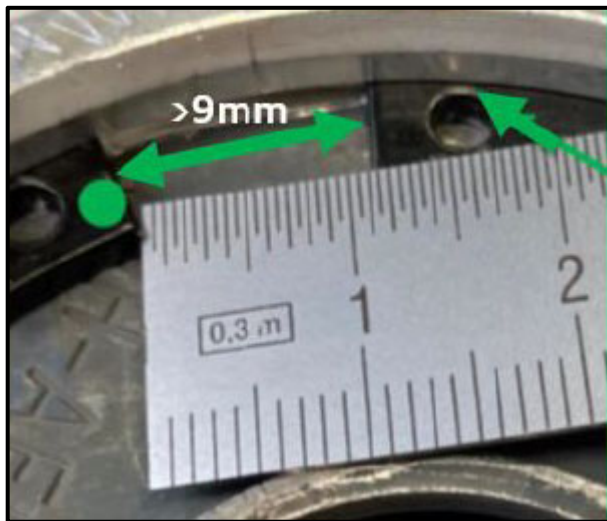
- What is the issue?** A retaining ring on top of the suspension strut could come loose due to a potentially insufficient notch. If the retaining ring on top of the suspension strut becomes loose, the air within the pneumatic spring will be released, leading to a loss of ride comfort accompanied by a drop in ride height on the affected suspension strut. This can affect vehicle handling capabilities, 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. If the strut requires replacement the work will take about a day. This work 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 work.
- Precautions you should take** If the recall condition is present in the vehicle, customers may see a warning message in the instrument panel, along with a red warning light, indicating an air suspension malfunction. Should this occur, customers are advised to contact an authorized Audi dealer without delay 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](http://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



- Check circlip on left (driver) front air spring strut and replace strut, 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 ← <b>2</b>	Open ← <b>1</b>

**EXAMPLE**

Campaign/Action	Start	Designation
→ <b>3</b>	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

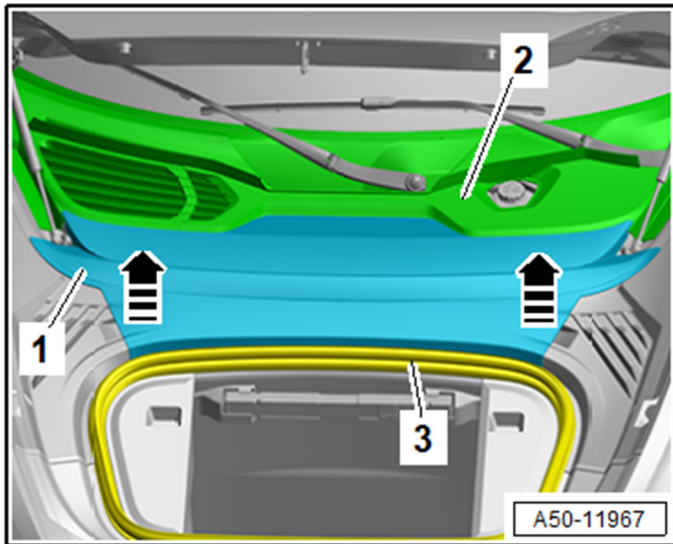
 **STOP!** 

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.**

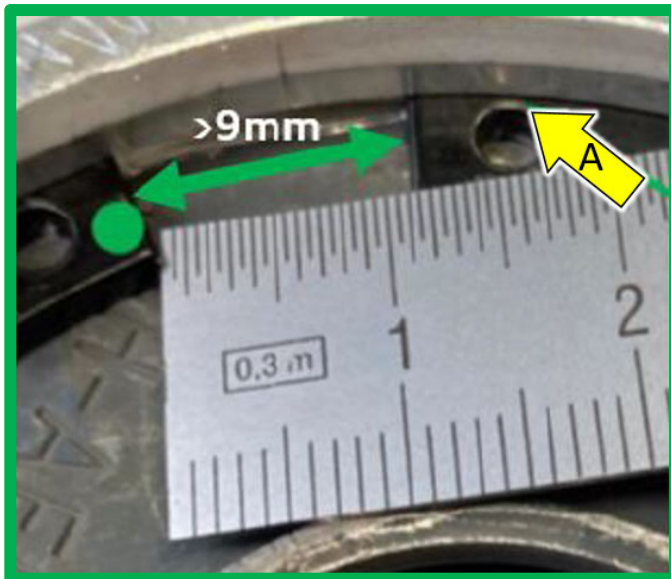


## Section B – Left Front Strut Inspection



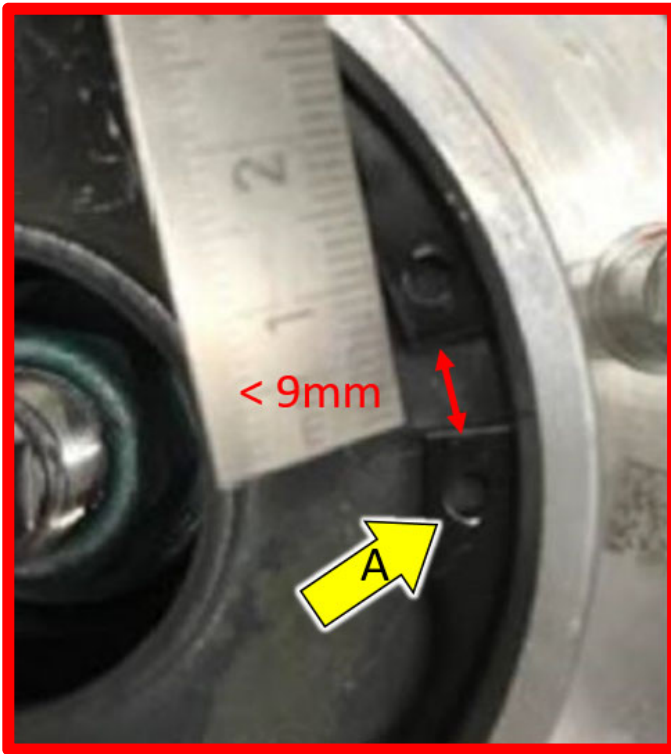
### Remove plenum chamber cover:

- Loosen the plenum chamber cover <1> from the retainers <arrows> and remove from the luggage compartment seal <3>.
- Remove the plenum chamber cover <1> toward the front.
- Remove any remaining clips from the mounting points using the Omega Clip Tool -T40280-.



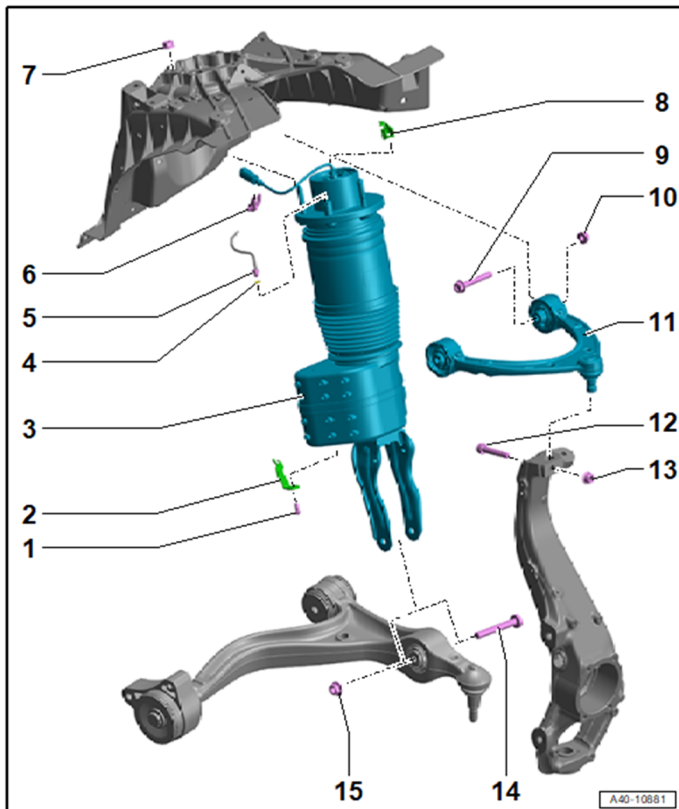
### Inspect circlip on left front strut:

- Check distance between the ends of the circlip on left air spring strut (driver side) only.
- Check if the circlip is fully seated by checking if the holes are in direct contact with the flange <arrow A>
- If the distance is over 9mm and the circlip is fully seated:
  - The strut is OK.
  - Reinstall the plenum chamber cover in the reverse order of removal.
  - Proceed to Section D.



- If the distance equals 9mm or less, or if the circlip is not fully seated <arrow A>:
  - The strut must be replaced.
  - Proceed to Section C.

## Section C – Replacing Left Front Strut



### Replace left (driver) front strut:

- 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 wheel alignment on the vehicle and adjust the toe and camber settings if necessary.
- Perform driver assist calibrations as needed. Refer to the ELSA Repair Manual.

### **⚠ IMPORTANT**

The removed strut will be requested back for analysis. Do not discard the removed strut.

**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.