

Safety Recall

Code: 4002



Subject	Front Suspension Fasteners
Release Date	January 4, 2019
Affected Vehicles	U.S.A. & CANADA: Certain 2018 MY Audi A5 Sportback <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> <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	During vehicle production, it is possible that certain front suspension fasteners were not torqued to factory specification. If an affected front suspension fastener is not torqued properly, it may cause a wheel to become loose, increasing the risk of a crash.
Corrective Action	Inspect and, if necessary, replace affected front suspension fasteners.
Precautions	If an affected front suspension fastener is loose, vehicle occupants may notice unusual noise coming from the front of the vehicle while driving. If this happens, owners are advised to contact the nearest Audi dealer without delay and make arrangements to have the vehicle inspected.
Parts Information	Due to the very low expected parts replacement rate, there will be no parts allocation. If parts are needed to support a vehicle repair, please contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com) or chat /text with the VIN to order.
Code Visibility	<p>On or about January 4, 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 January 4, 2019, this campaign code will show open on affected vehicles in Elsa.</p> <p>On or about January 4, 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 January 2019. Owner letter examples are included in this bulletin for your reference.
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>IMPORTANT REMINDER ON VEHICLES AFFECTED BY SAFETY & COMPLIANCE RECALLS</p> <p>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.</p> <p>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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>

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	4002 (number four, number zero, letter O, number two)
Damage Code	0099
Parts Vendor Code	002
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90
Causal Indicator	Mark labor as causal
Vehicle Wash/Loaner	Do not claim wash/loaner under this action
Criteria I.D.	01
	<u>Check suspension fastener nuts, no fastener replacement necessary</u> Labor operation: 0183 00 99 120 T.U. -OR- <u>Check suspension fastener nuts, part replacement necessary</u> U.S.: Contact Warranty for claiming instructions if any replacement was needed. Canada: Contact Campaigns for claiming instructions if any replacement was needed.

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <VIN>

NHTSA: 18V893

**Subject: Safety Recall 4002 – Front Suspension Fasteners
Certain 2018 Model Year Audi A5 Sportback**

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 model year Audi A5 Sportback vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? During vehicle production, it is possible that certain front suspension fasteners were not torqued to factory specification. If an affected front suspension fastener is not torqued properly, it may cause a wheel to become loose, increasing the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace affected front suspension fasteners. This work will be performed for you free of charge. For most vehicles, this work will involve an inspection only and will take about an hour to complete. In rare cases, if part ordering and replacement is needed, this repair may take up to two days to complete. 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 an affected front suspension fastener is loose, vehicle occupants may notice unusual noise coming from the front of the vehicle while driving. If this happens, owners are advised to contact the nearest Audi dealer without delay and make arrangements to have the vehicle inspected.

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 4002 – Front Suspension Fasteners
Certain 2018 Model Year Audi A5 Sportback**

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 model year Audi A5 Sportback vehicles. Our records show that you are the owner of a vehicle affected by this action.

- | | |
|---|--|
| What is the issue? | During vehicle production, it is possible that certain front suspension fasteners were not torqued to factory specification. If an affected front suspension fastener is not torqued properly, it may cause a wheel to become loose, increasing the risk of a crash. |
| What will we do? | To correct this defect, your authorized Audi dealer will inspect and, if necessary, replace affected front suspension fasteners. This work will be performed for you free of charge. For most vehicles, this work will involve an inspection only and will take about an hour to complete. In rare cases, if part ordering and replacement is needed, this repair may take up to two days to complete. 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 an affected front suspension fastener is loose, vehicle occupants may notice unusual noise coming from the front of the vehicle while driving. If this happens, owners are advised to contact the nearest Audi dealer without delay and make arrangements to have the vehicle inspected. |
| 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.

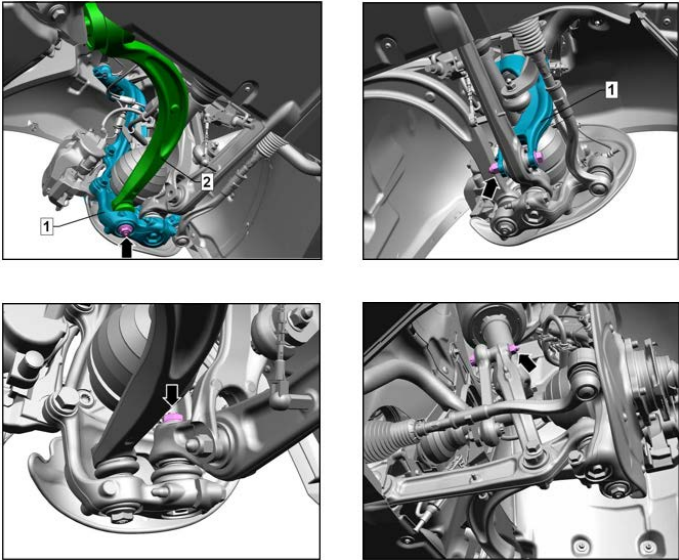
Sincerely,

Audi Customer Protection

 **NOTE**


- 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



- Inspect front suspension fastener torque.
- If fastener torque is too low, replace suspension component and/or suspension fasteners.

Required Tools

	<div>Torque Wrench 40 - 200 Nm -VAG1332- (or equivalent)</div>	
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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.

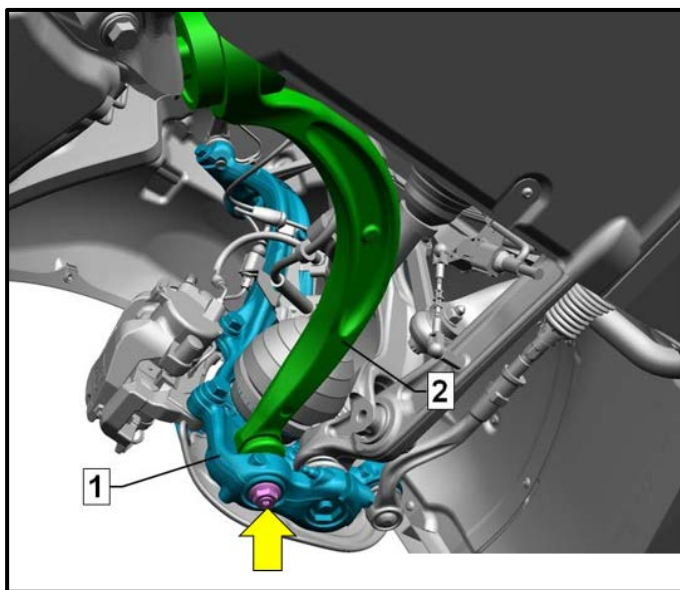
TIP

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 – Torque Inspection

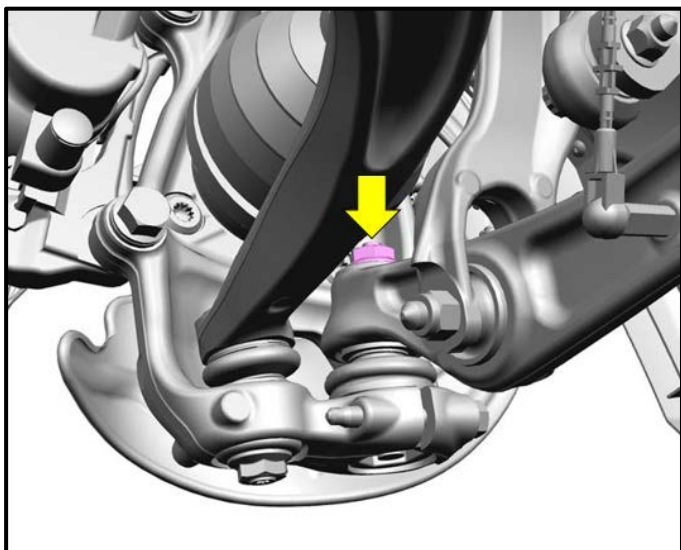


Step 1: Inspect lower guide link nut torque

- Remove both front wheels.
- Both left and right guide link nuts must be inspected.
- Mark the position of the lower guide link nut <arrow> in reference to the wheel bearing housing <1>.
- Set torque wrench to 110 Nm.
- Slowly turn the torque wrench until the 110 Nm test torque value is achieved.
- Inspect the previously made marks.
 - If the marks are aligned, proceed to Step 2 and inspect lower control arm nut.
 - If the marks are not aligned,
 - Proceed to Step 3 to check the suspension fork fastener torque.
 - Contact Audi Technical Assistance for further direction and attach photo indicating which fastener failed the torque test to the ATA case.

NOTE

- Left side shown. Inspection of the right side is similar.
- If the lower guide link and wheel bearing housing are being replaced, the control arm nut does not require inspection since it will be replaced during the wheel bearing housing replacement.

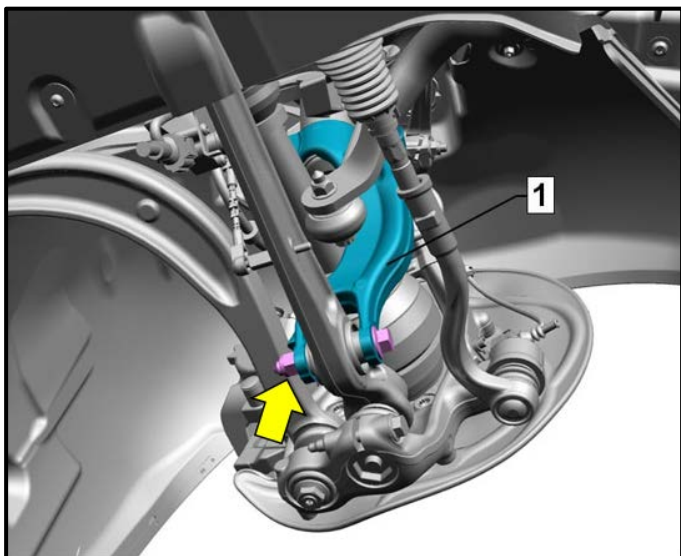


Step 2: Inspect lower control arm nut torque

- Both left and right lower control arm nuts must be inspected.
- Mark the position of the lower control arm nut <arrow> in reference to the control arm.
- Set torque wrench to 110 Nm.
- Slowly turn the torque wrench until the 110 Nm test torque value is achieved.
- Inspect the previously made marks.
 - If the marks are aligned, proceed to Step 3 and inspect suspension fork fastener torque.
 - If the marks are not aligned,
 - Proceed to Step 3 to check the suspension fork fastener torque.
 - Contact Audi Technical Assistance for further direction and attach photo indicating which fastener failed the torque test to the ATA case.

NOTE

Left side shown. Inspection of the right side is similar.

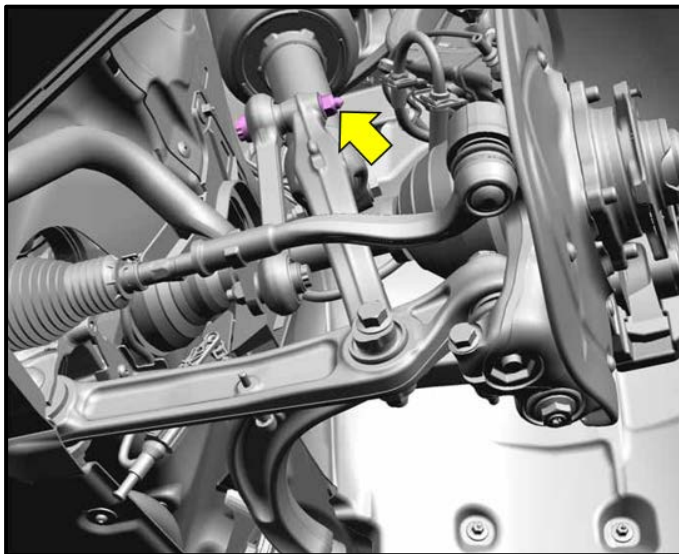


Step 3: Inspect suspension fork fastener torque

- Both left and right suspension fork fasteners must be inspected.
- Mark the position of the lower suspension fork nut <arrow> in reference to the suspension fork <1>.
- Set torque wrench to 120 Nm.
- Counter-hold the bolt and slowly turn the torque wrench on nut <arrow> until the 120 Nm test torque value is achieved.
- Inspect the previously made marks.
 - If the marks are aligned, proceed to Step 4 and inspect stabilizer link fastener torque.
 - If the marks are not aligned,
 - Contact Audi Technical Assistance for further direction and attach photo indicating which fastener failed the torque test to the ATA case.

NOTE

- Left side shown. Inspection of the right side is similar.
- If the suspension fork is being replaced, the stabilizer link fasteners do not require inspection since they will be replaced during the suspension fork replacement.



Step 4: Inspect stabilizer link to suspension fork fastener torque

- Both left and right stabilizer link fasteners must be inspected.
- Mark the position of the stabilizer link nut <arrow> in reference to the suspension fork.
- Set torque wrench to 60 Nm.
- Counter-hold bolt and slowly turn the torque wrench until the 60 Nm test torque value is achieved.
- Inspect the previously made marks.
 - If the marks are aligned and all other fasteners have been inspected and found properly torqued:
 - Install front wheels and torque to 120 Nm.
 - Proceed to Section C.
 - If the marks are not aligned, contact Audi Technical Assistance for further direction and attach photo indicating which fastener failed the torque test to the ATA case.

NOTE

Left side shown. Inspection of the right side is similar.

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.