

Safety Recall

Code: 66K8



Subject Rear Wheel Arch Trim

Release Date October 22, 2019

Affected Vehicles

Country	From Model Year	To Model Year	Vehicle
USA	2018	2019	SQ5
USA	2018	2020	Q5
CAN	2018	2019	SQ5
CAN	2018	2020	Q5

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 The cover trim for the rear 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.

Corrective Action Replace the four (4) clips securing the forward part of the rear wheel arch trim with new and different clips.

Precautions If the recall 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 are present, customers are advised to contact an authorized Audi dealer without delay to have the vehicle inspected/repaired.

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.
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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.
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Criteria	Part Number	Description	Qty. per Vehicle	Ordering Method
FY	WHT-008-801	CLIP	4	UOL
FY	3C0-853-586	GROMMET	4	UOL

Repair Projection Tool (right click to open):

Code Visibility On or about October 22, 2019, this campaign code will be applied to affected vehicles.

Owner Notification Owner notification will take place in November 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	66K8																		
Damage Code	0099																		
Parts Vendor Code	002																		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90																		
Causal Indicator	Mark Clip as causal part*																		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action																		
Criteria I.D.	FY																		
<p><u>Safety Recall 66K6 or 66K7 shows Open in ELSA:</u> Replace rear wheel arch trim clips in conjunction with Safety Recalls 66K6 or 66K7 Labor operation: 6645 49 99 10 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>WHT008801</td> <td>Clip*</td> </tr> <tr> <td>4.00</td> <td>3C0853586</td> <td>Grommet</td> </tr> </tbody> </table> <div style="border: 1px solid black; background-color: #e1eef6; padding: 5px; margin-top: 10px;"> <p>NOTE</p> <p>Due to overlap with the 66K6 or 66K7, labor operation 6645 49 99 reflects only the additional time needed to perform the 66K8 repair.</p> </div> <p>-OR-</p> <p><u>66K6 or 66K7 was previously completed (Closed in ELSA):</u> Replace rear wheel arch trim clips Labor operation: 6645 50 99 20 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>WHT008801</td> <td>Clip*</td> </tr> <tr> <td>4.00</td> <td>3C0853586</td> <td>Grommet</td> </tr> </tbody> </table>		Quantity	Part Number	Description	4.00	WHT008801	Clip*	4.00	3C0853586	Grommet	Quantity	Part Number	Description	4.00	WHT008801	Clip*	4.00	3C0853586	Grommet
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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: 19V737

**Subject: Safety Recall 66K8 – Rear Wheel Arch Trim
Certain 2018-2019 Model Year Audi SQ5 and 2018-2020 Model Year Audi Q5**

IMPORTANT! If you were previously notified about safety recall 66K6 or 66K7, please note that this letter is about a new safety recall (66K8) to address an additional safety issue with the rear wheel arch covers. To ensure your continued safety, all open recalls that apply to your vehicle should be completed without delay.

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 SQ5 and 2018-2020 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 rear 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.
- What will we do?** To correct this defect, your authorized Audi dealer will replace the four (4) clips securing the forward part of the rear wheel arch trim with new and different clips. 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 recall condition is present in the vehicle, you 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 are present, 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.
- 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: 2019-520

**Subject: Safety Recall 66K8 – Rear Wheel Arch Trim
Certain 2018-2019 Model Year Audi SQ5 and 2018-2020 Model Year Audi Q5**

IMPORTANT! If you were previously notified about safety recall 66K6 or 66K7, please note that this letter is about a new safety recall (66K8) to address an additional safety issue with the rear wheel arch covers. To ensure your continued safety, all open recalls that apply to your vehicle should be completed without delay.

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? The cover trim for the rear 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.

What will we do? To correct this defect, your authorized Audi dealer will replace the four (4) clips securing the forward part of the rear wheel arch trim with new and different clips. 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 the recall condition is present in the vehicle, you 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 are present, contact an authorized Audi dealer without delay 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 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

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



- Replace clips for lower wheel arch trim “cap” <arrow> on both left rear and right rear wheel arch trim.

Required Parts

<u>Criteria</u>	<u>Quantity</u>	<u>Part Number</u>	<u>Part Description</u>
FY	4	3C0.853.586	Grommet
	4	WHT.008.801	Clip

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.

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



- Unclip wheel arch trim “cap” by turning and pulling simultaneously.



- Only unclip wheel arch trim up about a third of the way to the approximate area of <arrow>.



- Install/replace the two lowest grommets <arrows>.

Part Number	Part Description
3C0.853.586	Grommet



- Carefully hold the wheel arch away from the vehicle.



- Remove the old blue clips by sliding them down in direction of <arrows>.

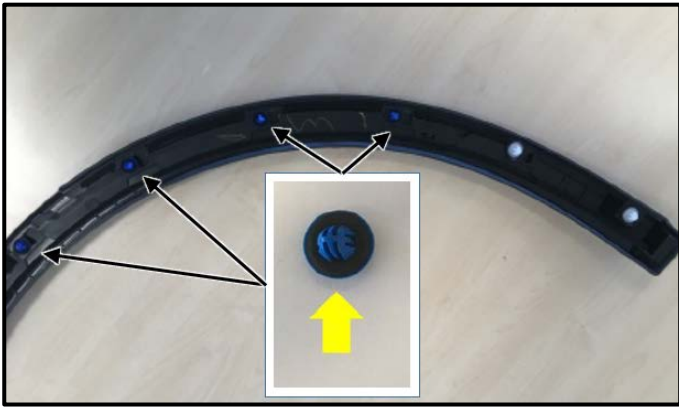
NOTE

Only the lowest two clips are being replaced.



- Install the new white clips in the opposite direction of removal.

Part Number	Part Description
WHT.008.801	Clip



- Verify that the black foam washers <arrow> are still installed on the remaining blue clips.

NOTE
Wheel arch trim shown removed for clarity.



- Reinstall wheel arch trim by pressing on wheel arch trim starting at the top <1> and working down toward the “cap” <6>.
- Repeat for other side.

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.
- **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.