

# Safety Recall

## Code: 36A1



<b>Subject</b>	Steering Shaft Bolt																							
<b>Release Date</b>	March 24, 2020																							
<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>2017</td> <td>2019</td> <td>Q7</td> <td>226</td> </tr> <tr> <td>USA</td> <td>2019</td> <td>2019</td> <td>Q8</td> <td>3</td> </tr> <tr> <td>CAN</td> <td>2017</td> <td>2019</td> <td>Q7</td> <td>12</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2017	2019	Q7	226	USA	2019	2019	Q8	3	CAN	2017	2019	Q7	12
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	<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>	As a result of a manual rework process at the factory, the bolt connecting the steering shaft to the steering gear may not have been torqued properly. Because of this, it is possible for the bolt at the attachment point to loosen over time, causing the connection between the steering shaft and steering gear to loosen. If this happens, it can possibly lead to limited vehicle steering and possibly to a loss of steering control. A loss of steering control may result in a vehicle crash. Audi is not aware of any such cases in the field.																							
<b>Corrective Action</b>	The bolt attaching the steering shaft to the steering gear will be inspected and, if necessary, replaced and torqued to factory specification.																							
<b>Code Visibility</b>	On or about March 24, 2020, the campaign code will be applied to affected vehicles.																							
<b>Owner Notification</b>	Owner notification will take place in March 2020. 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 delivery to consumers</u>.</p>																							

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. ©2020 Audi of America, Inc. and Audi Canada. All Rights Reserved.

## Parts Information (if required)

<b>Parts Control Type:</b> <b>Upper Order Limit</b>	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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<b>Initial Allocation:</b> <b>NO</b>	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
L1	1	N -105-184-05	Screw	Upper Order Limit

### NOTE

The specified part numbers reflect the status at the start of this service 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>	36A1		
<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		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	L1		
	Check steering shaft bolt torque, bolt torqued properly, no replacement necessary		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	0183 00 99	50	Inspect steering shaft bolt
<b>-OR-</b>	Check steering shaft bolt torque, bolt not torqued properly, bolt requires replacement		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4816 02 99	50	Inspect and replace steering shaft bolt
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10518405	Cylinder head screw with torx head

## 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: 20V149

**Subject: Safety Recall 36A1 - Steering Shaft Bolt  
Certain 2017-2019 model year Audi Q7 and 2019 Audi Q8**

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 2017-2019 model year Audi Q7 and 2019 Audi Q8 vehicles. Our records show that you are the owner of a vehicle affected by this action.

- What is the issue?** As a result of a manual rework process at the factory, the steering shaft may not have been attached properly to the steering gear. Because of this, it is possible for the bolt at the attachment point to loosen over time, causing the connection between the steering shaft and steering gear to loosen. If this happens, it can lead to limited vehicle steering and possibly to a loss of steering control. A loss of steering control may result in a vehicle crash.
- What will we do?** To correct this defect, your authorized Audi dealer will inspect the bolt attaching the steering shaft to the steering gear and, if necessary, replace it and torque to factory specification. 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](http://www.audiusa.com) and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.
- 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: 2020-102**

**Subject: Safety Recall 36A1 - Steering Shaft Bolt  
Certain 2017-2019 model year Audi Q7**

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?** As a result of a manual rework process at the factory, the steering shaft may not have been attached properly to the steering gear. Because of this, it is possible for the bolt at the attachment point to loosen over time, causing the connection between the steering shaft and steering gear to loosen. If this happens, it can lead to limited vehicle steering and possibly to a loss of steering control. A loss of steering control may result in a vehicle crash.

**What will we do?** To correct this defect, your authorized Audi dealer will inspect the bolt attaching the steering shaft to the steering gear and, if necessary, replace it and torque to factory specification. 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.

**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.

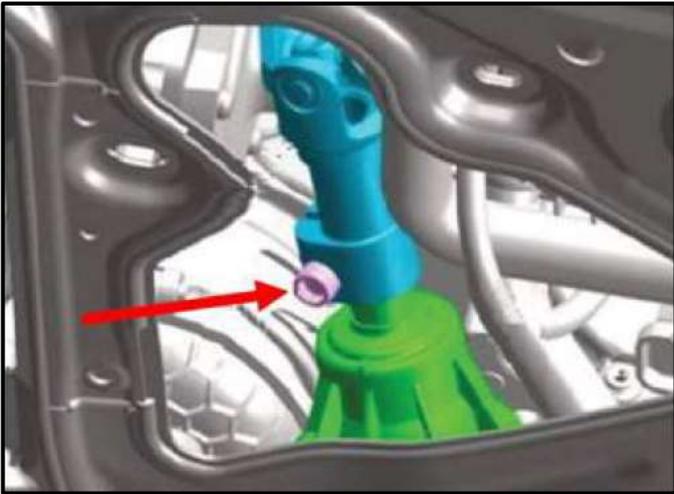
**Can we assist you further?** If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at [www.audi.ca](http://www.audi.ca).

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



- Inspect steering shaft bolt <arrow> and replace 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**

- Enter the VIN in Elsa and proceed to the “Campaign/Action” screen.

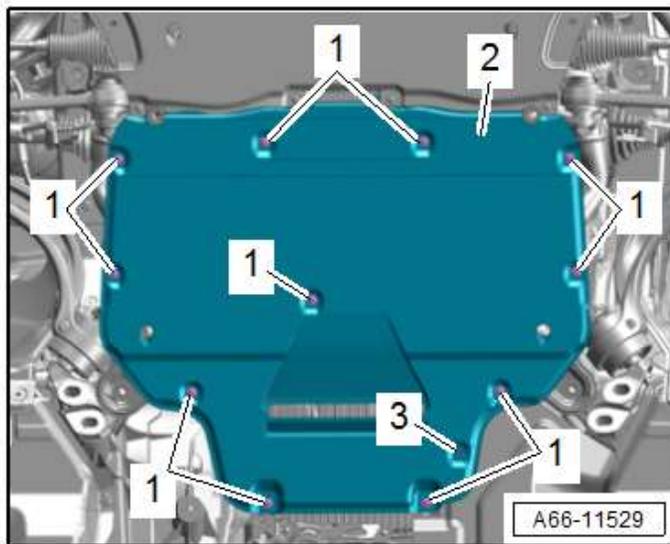
#### TIP

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.

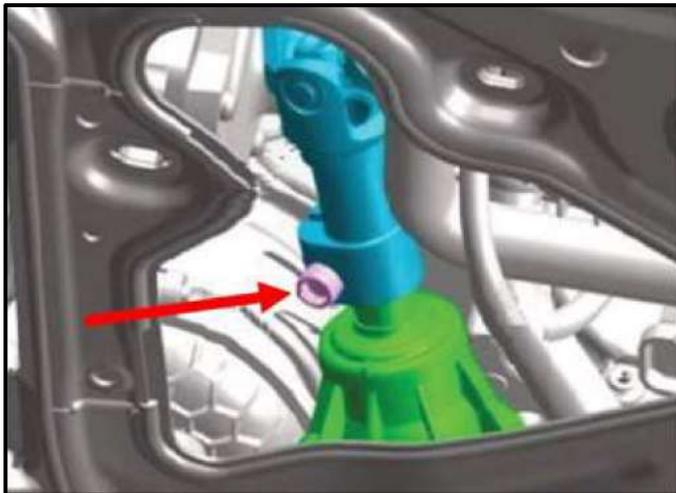
**Proceed to Section B**

## Section B – Repair Procedure



### Remove rear noise insulation:

- See ELSA Repair Manual: *Repair Manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Noise Insulation, Removing and Installing*



### Inspect steering shaft bolt:

- Mark the position of the bolt in relation to the steering shaft.
- Set the torque wrench to 25 Nm.
- Slowly turn the torque wrench until the 25 Nm test torque value is achieved.
- Reference the previously made marks.
- If the bolt did not move:
  - Reinstall noise insulation in the reverse order of removal.
  - Proceed to Section C.
- If the bolt did move:
  - The bolt must be replaced.

Part Number	Part Description
N -105-184-05	Bolt

- The threads in the steering shaft must be cleaned prior to installing the new bolt.
- When installing the new bolt, start by screwing in bolt a few turns by hand. Try to pull off intermediate steering shaft to check that it is correctly seated. Then tighten bolt to 20 Nm + 90°.
- Reinstall noise insulation in the reverse order of removal.
- 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.