

Safety Recall - USA

Code: 70H8



Subject

Deformation Element

Release Date

November 13, 2020

Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2018	2020	Q7	94,144

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

According to the requirements of FMVSS 201u, the head injury criterion (HIC) shall not exceed 1000. During one Conformity of Production (CoP) test, this value measured 1,007 (which exceeds the required maximum of 1,000) and therefore presents a noncompliance with FMVSS201u. Theoretically there could be an increased risk if an unbelted passenger's head contacts the C-pillar in a crash.

Corrective Action

Replace the deformation element on the driver's and passenger's side C-pillar.

Code Visibility

On or about November 13, 2020, the campaign code will be applied to affected vehicles.

Owner Notification

Owner notification will take place in November 2020. 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

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.

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.

Repair Projection Tool:
(right click to open)

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	2	4M0-880-619	DEFORMELEM	UOL

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.

Service Number	70H8		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark DEFORMELEM* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	7068 49 99	50	Replace left and right deformation elements
	PARTS		
	Quantity	Part Number	Description
	2.00	4M0880619	DEFORMELEM*

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: 20V658

Subject: Safety Recall 70H8 – Deformation Element

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 2018-2020 model year Audi Q7 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? According to the requirements of FMVSS 201u, the head injury criterion (HIC) shall not exceed 1000. During one Conformity of Production (CoP) test, this value measured 1,007 (which exceeds the required maximum of 1,000) and therefore presents a noncompliance with FMVSS201u. There could be an increased risk of injury if an unbelted passenger's head contacts the C-pillar in a crash.

What will we do? To correct this defect, your authorized Audi dealer will replace the deformation element on the driver's and passenger's side C-pillar. 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.

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



- Replace deformation element in left and right C-pillar trim.

! 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



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 – Replacing Deformation Elements

NOTE

The following describes the removal and installation procedures on the right side (passenger) of the vehicle. Removing and installing on the left side (driver) is similar.



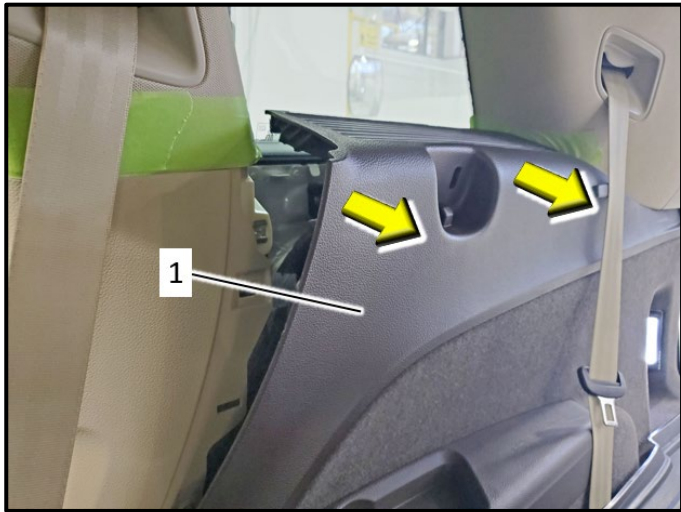
Tape off D-pillar trim:

- Tape off D-pillar trim in the area shown.



Tape off C-pillar trim:

- Tape off C-pillar trim in the area shown.



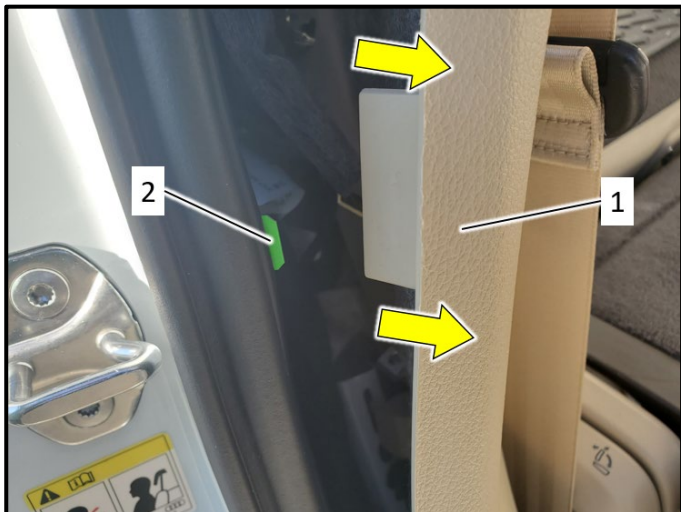
Detach luggage compartment trim panel:

- Fold the second row seats down.
- Detach upper portion of the luggage compartment trim <1> in direction of <arrows>.

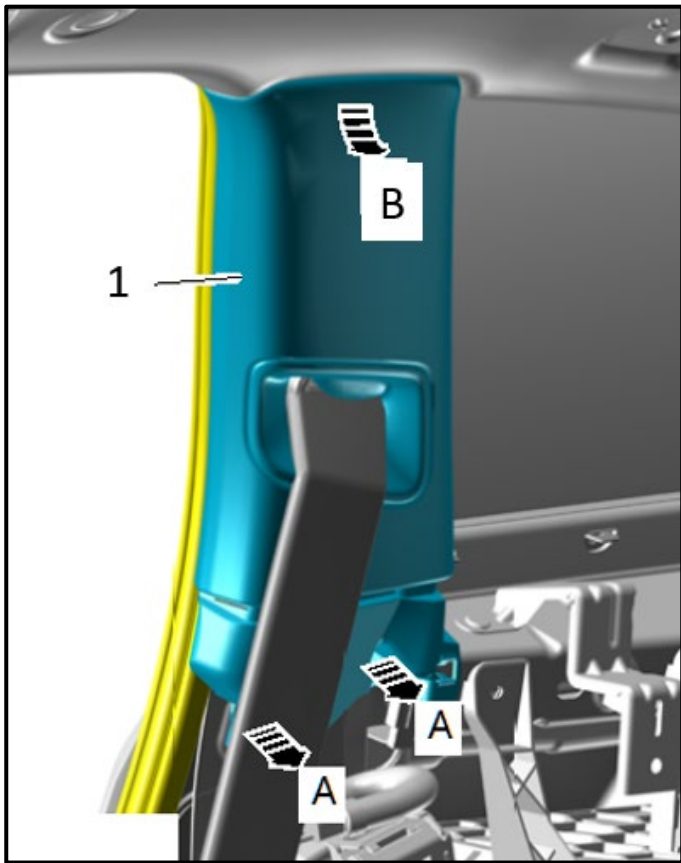


Detach upper sill trim:

- Detach upper portion of sill trim <1> from the C-pillar trim.



- Pull the upper sill trim <1> away from the body and out of clip <2> in direction of <arrows>, ensuring that clip <2> is not bent inward.



Remove C-pillar trim:

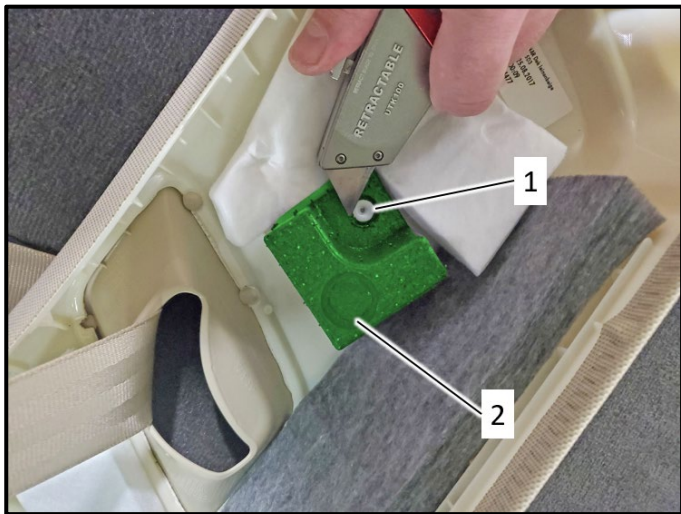
- Free up the C-pillar trim panel <1> near the door seal, disengage it from the front of the C-pillar and unclip it from the C-pillar at <A arrows>.
- Remove the C-pillar trim panel from the mount on the body <arrow B> by moving the trim panel inward and pulling it downward at the same time.
- Remove the C-pillar trim panel with the seat belt webbing still threaded through it.

i TIP

Luggage compartment trim and rear sill trim shown removed for clarity.



- Set the C-pillar trim down on the back of the seat as shown.



Remove deformation element:

- Carefully cut off the top of the plastic rivet <1>.
- Remove the deformation element <2>.

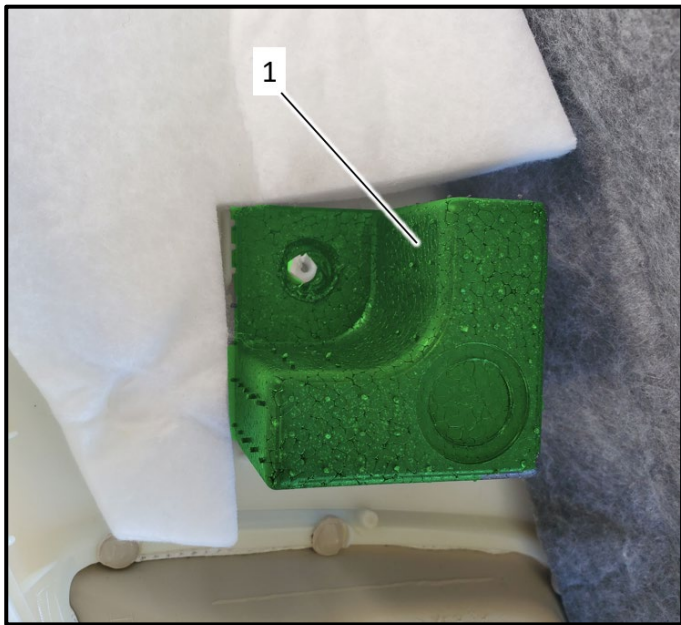
i TIP

In some cases, it may be possible to pry off the deformation element using a small amount of pressure, which will break off the top of the plastic rivet. Do not use excess force when doing this, otherwise the C-pillar trim could be damaged.



Clean C-pillar trim:

- Clean the contact area of the deformation element with isopropyl alcohol and a lint free rag.



Install new deformation element:

- **The deformation element is being replaced on the left and right C-pillar trim.**
- Peel off protective backing from the tape on the deformation element.
- Line up the hole in the deformation element with the plastic peg on the C-pillar trim.
- Install new deformation element <1>.
- Press down firmly on deformation element.

Reinstall trim:

- Installation of the trim is the reverse order of removal.
- Remove masking tape from trim panels after they are reinstalled.

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 and local requirements, unless otherwise indicated and/or requested through the Warranty Parts Portal (WPP) for U.S.