

Safety Recall

Code: 46i7



Subject	Brake Pedal																		
Release Date	December 18, 2020																		
Affected Vehicles	<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>2020</td> <td>2020</td> <td>Q3</td> <td>313</td> </tr> <tr> <td>CAN</td> <td>2020</td> <td>2020</td> <td>Q3</td> <td>37</td> </tr> </tbody> </table>				Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2020	2020	Q3	313	CAN	2020	2020	Q3	37
Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count															
USA	2020	2020	Q3	313															
CAN	2020	2020	Q3	37															
	<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 & verification source.</p> <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	The brake pedal may not have been manufactured according to the required specifications. In unfavorable conditions, the brake pedal plate may deform in case of an emergency brake situation with full impact loading onto the brake pedal and full detachment of the brake pedal plate cannot be completely ruled out. If the brake pedal plate detaches, the driver would still be able to operate the brake pedal, however the contact area for the driver's foot would be reduced in size, increasing the risk of a crash.																		
Corrective Action	<p>Inspect for a correct weld at the joint connection between the brake pedal and the brake pedal plate. If the weld is insufficient, the entire brake pedal will be replaced.</p> <p>Dealers should NOT order parts ahead of actually identifying a vehicle that requires a brake pedal replacement due to the very small number of vehicles expected to need it.</p>																		
Code Visibility	On or about December 18, 2020, the campaign code will be applied to affected vehicles.																		
Owner Notification	Owner notification will take place in January 2021. 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><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.</p> <p><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.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before delivery to consumers.</u></p>																		

Parts Information (if necessary)

CRITICAL PARTS INFORMATION



Dealers should NOT order parts ahead of actually identifying a vehicle that requires a brake pedal replacement due to the very small number of vehicles expected to need it. **It's expected that less than 1% of vehicles will need a brake pedal.**

Parts Control Type:
VIN to Order

If parts are needed to support a vehicle repair:

- US Dealers - use AVA
- CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order

Initial Allocation:
NO

Due to the small number of affected vehicles there will be no parts allocation.

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	1	5Q1-723-143-C	Pedal	VIN to Order
	2	5Q0-721-153-B	Bushing	VIN to Order
	1	5Q0-721-165-C	Mounting	VIN to Order
	1	5Q0-721-170-A	Clip	VIN to Order
	1	5Q1-721-325-A	Pin	VIN to Order
	1	N -010-335-13	Screw	VIN to Order

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.

Service Number	46i7		
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		
	Inspect brake pedal stampings; all stampings are ok, no further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	20	Inspect brake pedal, no further work required
OR	Inspect brake pedal stampings; stampings are not ok, replace brake pedal		
	LABOR		
	Labor Op	Time Units	Description
	4605 19 99	80	Replace brake pedal
	PARTS		
	Quantity	Part Number	Description
	1.00	5Q1723143C	Pedal
	2.00	5Q0721153B	Bushing
	1.00	5Q0721165C	Mounting
	1.00	5Q0721170A	Clip
	1.00	5Q1721325A	Pin
	1.00	N 01033513	Screw Hex. Hd.

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: 20V786

Subject: Safety Recall 46i7 – Brake Pedal

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 2020 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? The brake pedal may not have been manufactured according to the required specifications. In unfavorable conditions, the brake pedal plate may deform in case of an emergency brake situation with full impact loading onto the brake pedal and full detachment of the brake pedal plate cannot be completely ruled out. If the brake pedal plate detaches, the driver would still be able to operate the brake pedal, however the contact area for the driver's foot would be reduced in size, increasing the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect for a correct weld at the joint connection between the brake pedal and the brake pedal plate. If the weld is insufficient, the entire brake pedal will be replaced. The inspection will take about half an hour, and brake pedal replacement (if needed) will take about an hour to complete. Both the inspection and replacement (if needed) 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

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: Pending

Subject: Safety Recall 46i7 – Brake Pedal

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 brake pedal may not have been manufactured according to the required specifications. In unfavorable conditions, the brake pedal plate may deform in case of an emergency brake situation with full impact loading onto the brake pedal and full detachment of the brake pedal plate cannot be completely ruled out. If the brake pedal plate detaches, the driver would still be able to operate the brake pedal, however the contact area for the driver's foot would be reduced in size, increasing the risk of a crash.

What will we do? To correct this defect, your authorized Audi dealer will inspect for a correct weld at the joint connection between the brake pedal and the brake pedal plate. If the weld is insufficient, the entire brake pedal will be replaced. The inspection will take about half an hour, and brake pedal replacement (if needed) will take about an hour to complete. Both the inspection and replacement (if needed) 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.

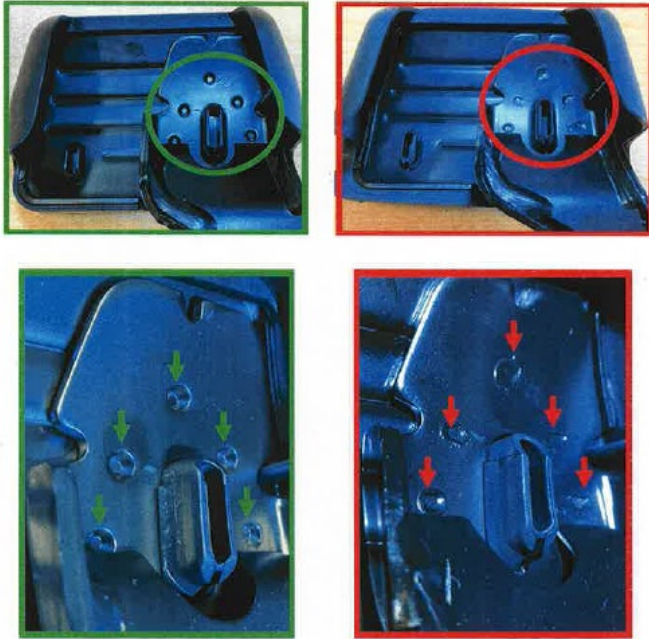
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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 stampings on brake pedal and replace brake pedal 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.

Required Tools (if brake pedal requires replacement)



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

 **STOP!** 

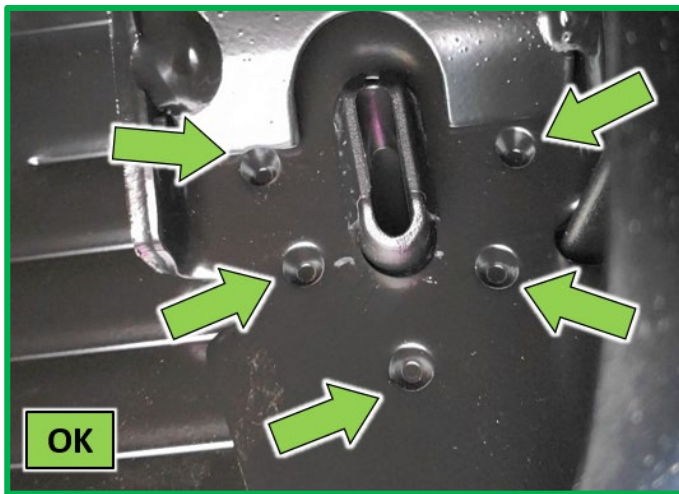
If multiple software update Campaign/Actions are open, they must be performed in order of the Start date <arrow 3>. The oldest should be performed first.

- **All Safety Recalls must be completed prior to completing this campaign.**
- **Proceed to Section B.**

Section B – Brake Pedal Inspection



- Inspect the underside of the footpad on the brake pedal using an inspection mirror.

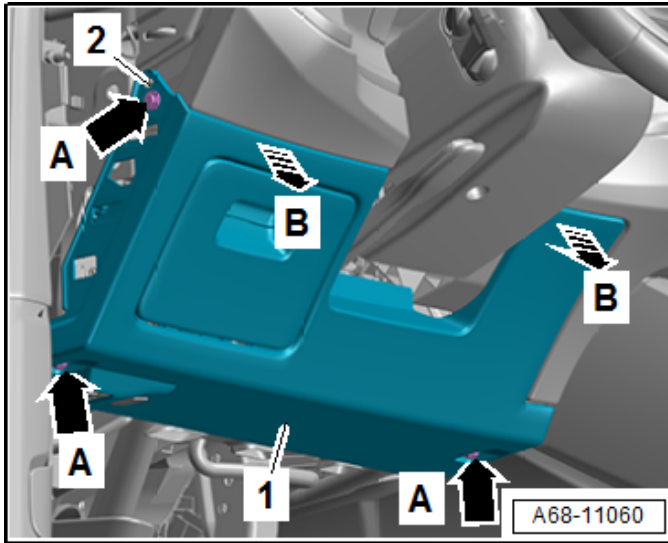


- Inspect the five stampings <arrows> on the brake pedal.
- The stampings should be well defined, deep and complete.
- All five stampings must be complete.



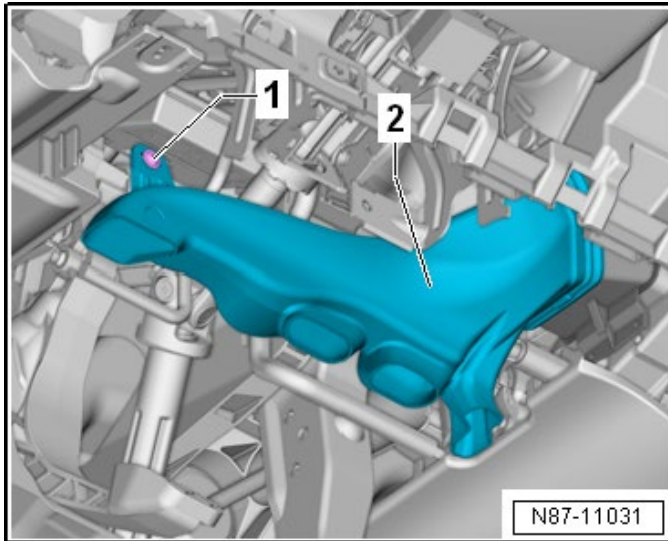
- A defective part has weldings but the impressions are not stamped into the metal (as shown) <arrows>.
- If the brake pedal is ok (all five stampings are complete):
 - No further work is required.
 - Proceed to Section D.
- If the brake pedal is not ok (any of the five stampings are not complete):
 - **The vehicle MUST NOT be driven.**
 - The brake pedal must be replaced.
 - Proceed to Section C.

Section C – Brake Pedal Replacement



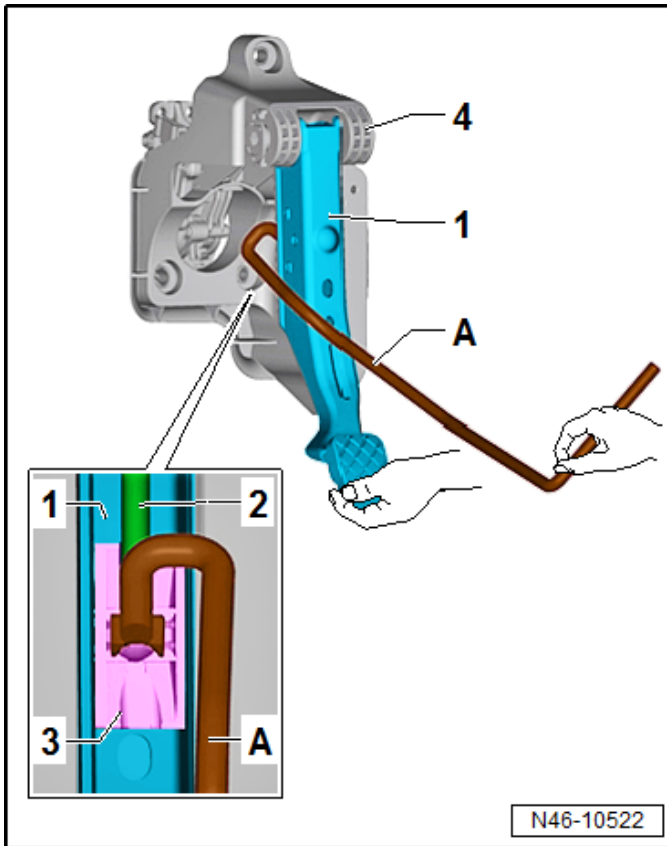
Remove instrument panel cover:

- Remove driver side instrument panel side cover (not shown).
- Remove the screws <A arrows>.
- Disengage the instrument panel cover on the side at the pin <2>.
- Unclip the driver side instrument panel cover <1> by hand from the instrument panel in direction of <B arrows> and remove.
- Disconnect the connector for the footwell lamp (if equipped).



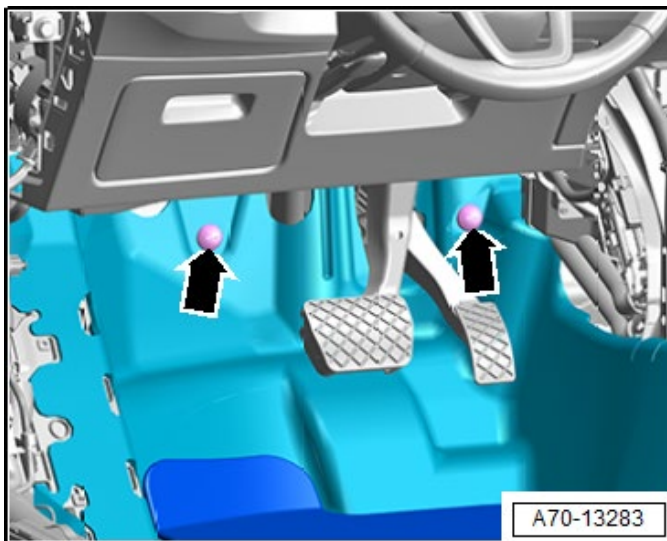
Remove driver side footwell vent:

- Remove the expanding clip <1> and remove the driver side footwell vent <2>.



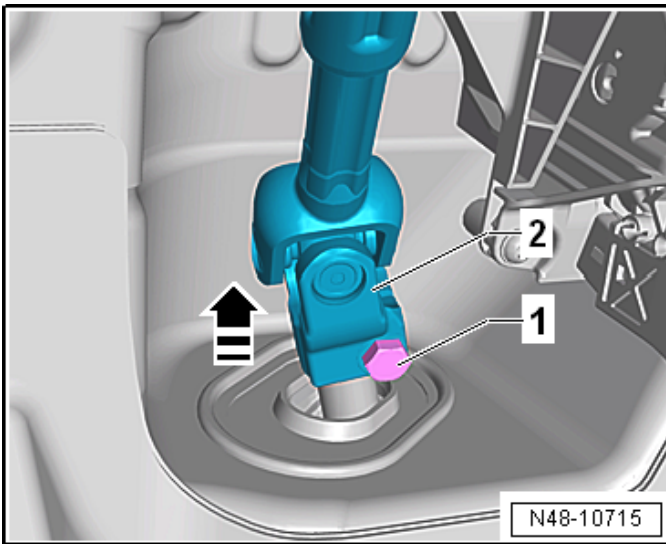
Disconnect the brake pedal from the brake booster:

- Press and hold the brake pedal <1> in the direction of the brake booster.
- Insert the -T10159B- <A> and pull in the direction of the driver seat. While doing so, counterhold at the brake pedal so that it does not move toward the rear. While doing so, the mount retaining tabs <3> will be pushed out of the pushrod ball head <2>.
- Pull the -T10159B- and brake pedal together toward the driver seat. As a result, the brake pedal is removed from the pushrod ball head.



Access steering column bolt:

- Remove the buttons/nuts <arrows>.
- Free up the carpet in the area of the universal joint and push it slightly rearward.



Remove steering column bolt:

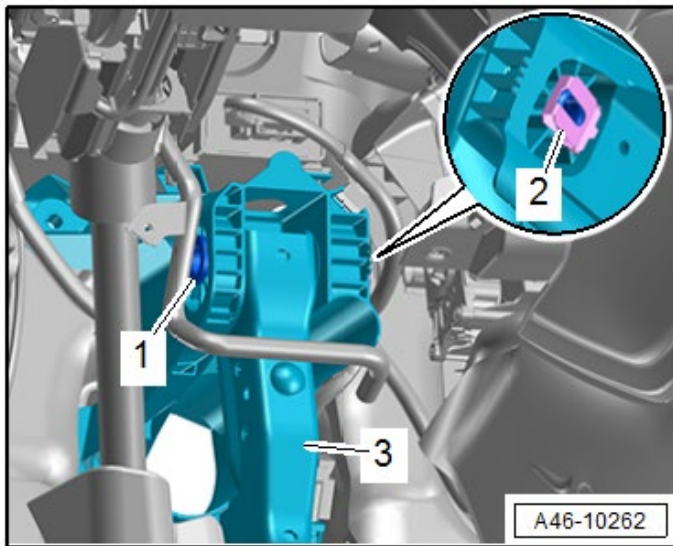
- Remove the bolt <1> for the universal joint <2> and then remove the universal joint from the steering gear in direction of <arrow>.

⚠ CAUTION

The steering column orientation must remain as it was when the steering column is disconnected from the steering rack.

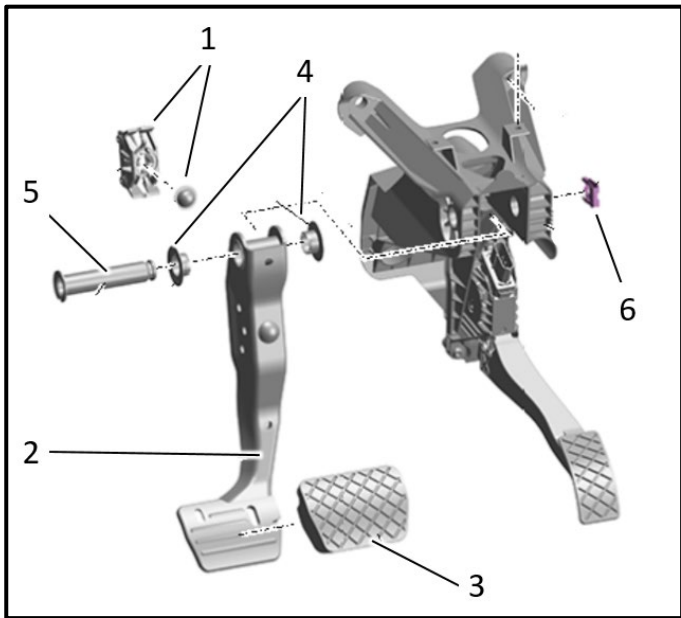
! NOTE

Disconnecting the steering column allows for complete removal of the brake pedal pin.

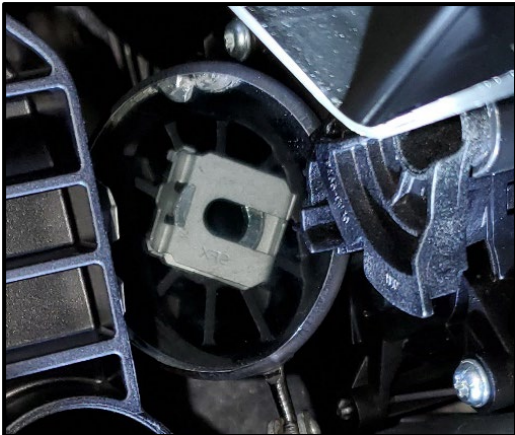
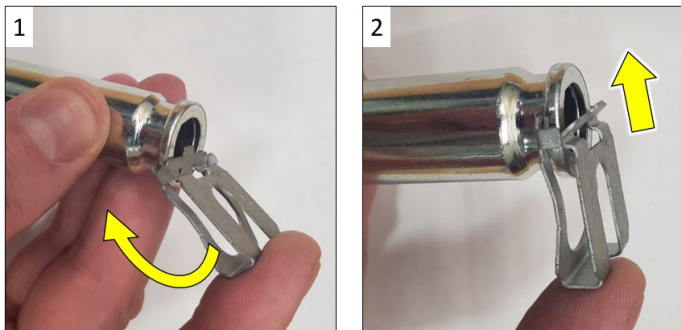


Remove brake pedal:

- Remove the clamp <2>.
- Remove the mounting pin <1> and remove the brake pedal <3> from the mounting bracket.



Pos.	Part Number	Part Description
1	5Q0-721-165-C	Mounting Parts
2	5Q1-723-143-C	Brake Pedal
4	5Q0-721-153-B	Bushing (x2)
5	5Q1-721-325-A	Mounting Pin
6	5Q0-721-170-A	Clip



Install new brake pedal:

- Install new mounting kit pieces <1> into new brake pedal <2>.
- Transfer rubber pad <3> from old brake pedal to new brake pedal.
- Install new bushings <4> onto brake pedal <2>.
- Install new brake pedal <2> in the reverse order of removal with a new mounting pin <5>:
 - Do not lubricate or grease the mounting pin.
 - Both bearing bushings must be located in the brake pedal bearing so that the brake pedal is securely guided into the mounting bracket.

Install clip <6>:

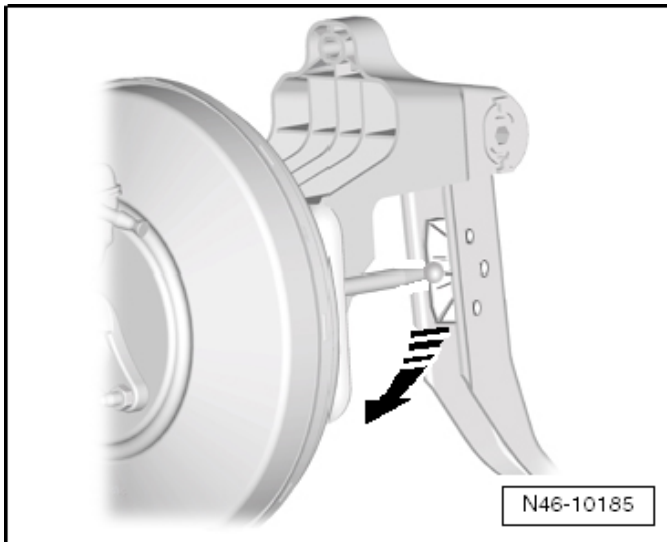
- Pin shown removed for clarity.

STEP 1

- Place clip against the edge of the pin on a 45° angle.
- Keep pressure against the end of the clip and rotate the clip down in direction of <arrow>.

STEP 2

- Once clip is properly aligned, push clip in direction of <arrow> until it is fully seated.



Attach brake pedal to brake booster pushrod:

- Hold the pushrod ball head in front of the mount and push the brake pedal toward the brake booster in direction of <arrow> until the ball head engages audibly.

⚠ WARNING

Faulty brakes increase the risk of an accident.
Make sure the brakes are working correctly before driving the vehicle for the first time.

Vehicle reassembly:

- Assembly is the reverse order of removal.
- Clean the threads in the steering column universal joint with a tap.
- Install new steering column bolt and torque to 20 Nm + 90°.

Part Number	Part Description
N -010-335-13	Steering Column Bolt

- Torque instrument panel bolts to 3 Nm.

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.