



# Safety Recall

## Code: 42HX

### Subject Suspension, Brake and/or Chassis Bolts

#### Document History

Date	Summary
07/10/2025	Original publication

#### Affected Vehicles

Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count
USA	2023	2025	ATLAS	135
USA	2023	2025	ATLAS CROSS SPORT	60
USA	2023	2024	ID4	351
CAN	2023	2025	ATLAS	16
CAN	2023	2025	ATLAS CROSS SPORT	9
CAN	2023	2024	ID4	266

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

Certain bolts on the chassis, brake system and/or suspension of affected vehicles may not have been correctly tightened during the supplier manufacturing process. If an incorrectly tightened chassis or suspension bolt becomes loose, the driver's control of the vehicle may be adversely affected, potentially leading to a crash.

#### Precautions

If one of the affected bolts becomes loose, vehicle owners may notice noise coming from that area of the vehicle while driving. Should this occur, owners are advised to contact an authorized Volkswagen dealer to have the vehicle concern diagnosed without delay.

#### Corrective Action

Replace the affected bolt(s).

#### Code Visibility

On June 26, 2025, the campaign code was applied to affected vehicles.

#### Owner Notification

Owner notification will take place in July 2025. 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.

Fill out and affix Campaign Completion Label (CAMP 010 000) after work is complete. *Labels can be ordered at no cost via the Compliance Label Ordering portal at [www.vwhub.com](http://www.vwhub.com).*

## Parts Information

### NOTE

- Vehicles with multiple criteria may have overlapping parts. **Duplication of parts is not allowed.**
- The multiple criteria combinations are:
  - 05, 07 (1 VIN affected)
  - 08, 09 (1 VIN affected)
  - 27, 31 (1 VIN affected)
  - 33, 41, 42, 48, 49 (5 VINs affected)
  - 41, 42, 48, 49 (2 VINs affected)
  - 46, 47 (3 VINs affected)
- Pay attention to the vehicles with multiple criteria so overlapping parts are not unnecessarily ordered.

### NOTE

The completeness of this parts list cannot be guaranteed. The repair manual must still be referenced to determine all one-time use fasteners/hardware.

Criteria	Quantity	Part Number	P.O.C. Part Description
01 02 03 04	2	N -910-398-02	BOLT
05	1	1EK-199-307	BRACKET
	1	N -102-058-02	NUT
	6	N -102-403-05	NUT
	1	N -104-694-02	BOLT
	2	N -105-184-05	SCREW
	6	N -107-854-01	SCREW
	2	N -108-660-01	BOLT
	6	N -912-332-01	HEX. NUT
	2	N -912-604-01	BOLT
	1	N -912-849-01	BOLT
	6	WHT-005-437-A	12POINT S
	4	WHT-005-538	NUT
As needed	See ETKA/POC	G12 EVO Coolant	

Criteria	Quantity	Part Number	P.O.C. Part Description
06	1	N -102-058-02	NUT
	2	N -102-403-05	NUT
	1	N -104-694-02	BOLT
	1	N -105-184-05	SCREW
	6	N -107-854-01	SCREW
	6	N -912-332-01	HEX. NUT
	4	N -912-604-01	BOLT
	2	WHT-005-437-A	12POINT S
	2	WHT-005-538	NUT
		As needed	See ETKA/POC
07	2	N -108-623-01	BOLT
08	2	N -106-405-01	BOLT
09	2	N -105-524-02	BOLT
	3	WHT-000-729-A	BOLT (Atlas and Cross Sport ONLY)
10 11	1	N -912-862-01	NUT
	1	N -912-963-01	SCREW
	1	N -912-964-01	BOLT
12	1	N -102-058-02	NUT
	2	N -102-403-05	NUT
	1	N -104-694-02	BOLT
	1	N -105-184-05	SCREW
	2	N -107-285-02	BOLT
	6	N -107-854-01	SCREW
	6	N -912-332-01	HEX. NUT
	4	N -912-604-01	BOLT
	2	WHT-005-437-A	12POINT S
	2	WHT-005-538	NUT
		As needed	See ETKA/POC

Criteria	Quantity	Part Number	P.O.C. Part Description
13 14	1	N -101-064-03	NUT
	1	N -104-018-02	NUT
	1	N -105-008-02	BOLT
	1	N -910-398-02	BOLT
	2	N -912-359-01	SCREW
15 16 17 18	1	N -101-064-03	NUT
	1	N -910-398-02	BOLT
19 20	1	N -101-064-03	NUT
	1	N -105-056-02	BOLT
21	1	N -105-580-02	BOLT
	3	WHT-000-729-A	BOLT
22	2	N -105-524-02	BOLT
	3	WHT-000-729-A	BOLT
24	1	N -910-662-01	BOLT
	3	WHT-000-729-A	BOLT
25	1	N -105-580-02	BOLT
	1	N -107-847-01	BOLT
	1	N -107-848-01	BOLT
	1	N -910-662-01	BOLT
	3	WHT-000-729-A	BOLT
26 27	2	N -106-405-01	BOLT
	3	WHT-000-729-A	BOLT
28	2	N -101-064-03	NUT
	2	N -104-018-02	NUT
	2	N -105-008-02	BOLT
	2	N -105-056-02	BOLT
	3	N -108-623-01	BOLT
	3	N -912-817-01	Screw
	2	WHT-005-437-A	12POINT S
	2	WHT-006-496	SCREW
	As needed	See ETKA/POC	G12 EVO Coolant

Criteria	Quantity	Part Number	P.O.C. Part Description
29	1	1EK-199-308	BRACKET
	1	N -102-058-02	NUT
	2	N -102-403-05	NUT
	1	N -104-694-02	BOLT
	1	N -105-184-05	SCREW
	6	N -107-854-01	SCREW
	6	N -108-660-01	BOLT
	6	N -912-332-01	HEX. NUT
	4	N -912-604-01	BOLT
	2	N -912-849-01	BOLT
	2	WHT-005-437-A	12POINT S
	2	WHT-005-538	NUT
	As needed	See ETKA/POC	G12 EVO Coolant
	30	2	5Q0-423-121-A
2		N -015-081-8	NUT
2		N -105-524-02	BOLT
1		N -107-847-01	BOLT
1		N -107-848-01	SCREW
6		N -107-854-01	SCREW
4		N -912-312-01	SCREW
3		WHT-000-729-A	BOLT

Criteria	Quantity	Part Number	P.O.C. Part Description
31	1	3QF-199-315-G	SUB FRAME
	1	3QF-199-867-A	RUBB MOUNT
	1	3QF-199-868-D	RUBB MOUNT
	2	N -015-081-8	NUT
	2	N -105-524-02	BOLT
	2	N -105-524-04	BOLT
	1	N -105-580-02	BOLT
	4	N -106-405-01	BOLT
	4	N -106-802-01	BOLT
	1	N -107-847-01	BOLT
	1	N -107-848-01	SCREW
	6	N -107-854-01	SCREW
	2	N -910-662-01	BOLT
	4	N -912-312-01	SCREW
	6	N -912-332-01	HEX. NUT
	3	WHT-000-729-A	BOLT
32	2	N -102-723-05	NUT
	4	N -107-658-01	SCREW
	2	N -108-582-01	BOLT
	3	N -912-817-01	Screw
	As needed	See ETKA/POC	G12 EVO Coolant
33	3	N -108-623-01	BOLT
34	1	WHT-007-150	BOLT
35	1	WHT-010-018	SCREW

Criteria	Quantity	Part Number	P.O.C. Part Description
36	1	N -102-058-02	NUT
	2	N -102-403-05	NUT
	1	N -104-694-02	BOLT
	1	N -105-184-05	SCREW
	6	N -107-854-01	SCREW
	6	N -108-660-01	BOLT
	6	N -912-332-01	HEX. NUT
	4	N -912-604-01	BOLT
	2	N -912-849-01	BOLT
	2	WHT-005-437-A	12POINT S
	2	WHT-005-538	NUT
	As needed	See ETKA/POC	G12 EVO Coolant
	37	1	N -102-058-02
2		N -102-403-05	NUT
1		N -104-694-02	BOLT
1		N -105-184-05	SCREW
6		N -107-854-01	SCREW
3		N -108-660-01	BOLT
6		N -912-332-01	HEX. NUT
4		N -912-604-01	BOLT
2		N -912-849-01	BOLT
2		WHT-005-437-A	12POINT S
2		WHT-005-538	NUT
As needed		See ETKA/POC	G12 EVO Coolant
38	4	N -106-802-01	BOLT
	3	WHT-000-729-A	BOLT
39 40	3	N -912-088-01	BOLT
	4	WHT-004-835	BALL SCREW
	1	WHT-005-437-A	12POINT S
41	2	1EA-611-775-A	HOSE
	Up to 1 L	See ETKA/POC	Brake Fluid

Criteria	Quantity	Part Number	P.O.C. Part Description
42	1	N -101-064-03	NUT
	2	N -104-018-02	NUT
	1	N -910-398-02	BOLT
	2	N -912-359-01	SCREW
	2	WHT-009-888-A	SCREW
43	2	N -101-064-03	NUT
	2	N -910-398-02	BOLT
44	1	3Q0-615-423-F-SL7	Housing
	1	3QF-611-775-A	HOSE
	2	N -911-689-01	BOLT
	Up to 1 L	See ETKA/POC	Brake Fluid
45	2	N -101-064-03	NUT
	2	WHT-000-228	SCREW
46 47	2	N -101-064-03	NUT
	2	N -108-834-01	SCREW
48	4	N -107-658-01	SCREW
49	2	N -101-064-03	NUT
	2	N -105-056-02	BOLT

<b>Initial Allocation: NO</b>	There will be no parts allocation.
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<b>Ordering Method</b>	Reference POC comments individually by part number, or in the POC Campaign List
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<b>NOTE</b>
Your dealer's Estimated Remaining Repairs by campaign can be found in Parts on Command. Click on "View Campaign List" and review the Estimated Remaining Repairs column.

<b>NOTE</b>
Campaign parts should always be ordered as per the parts information in this circular. The ordering system will supersede the part, if applicable.

## 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 a customer declines campaign work, refer to the "Customer Declines Campaign/Update Repair" section in the Campaign/Update Policy and Procedures Manual.

<b>Service Number</b>	42HX		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	WVO		
<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.  Loaner/rental coverage cannot be claimed under this action. However, loaner/rental may be covered under the current loaner/mobility program. Please refer to the Volkswagen Warranty Policy and Procedures Manual for loaner claims information and reimbursement details.		
<p><b>Vehicles may have more than one criteria.</b>  <b>Complete and claim all applicable criteria on <u>one</u> claim.</b>  <b>Vehicles with multiple criteria may have overlapping parts and labor operations.</b>  <b><u>Duplication of parts and labor operations is not allowed.</u></b></p>			
<b>Criteria I.D.</b>	01, 02, 03 or 04		
	Replace Front Cross Member Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	10	Replace two bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	N 91039802	BOLT

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Criteria I.D.	05		
	Replace Driver Side Front Drive Motor Bracket and Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 19 60	SEE ELSA	Subframe remove+reinstall
	4405 20 00	SEE ELSA	2 Wheels remove+reinstall
	9340 19 60	SEE ELSA	Front electric drive motor remove+reinstall
	9340 19 99	10	Replace left electric drive motor mount
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	1EK199307	BRACKET
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	1.00	N 10205802	NUT
	6.00	N 10240305	NUT
	1.00	N 10469402	BOLT
	2.00	N 10518405	SCREW
	6.00	N 10785401	SCREW
	2.00	N 10866001	BOLT
	6.00	N 91233201	HEX. NUT
	4.00	N 91260401	BOLT
	1.00	N 91284901	BOLT
	6.00	WHT005437A	12POINT S
	4.00	WHT005538	NUT

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Criteria I.D.	06		
	Replace Front Motor Mounting Bolt		
	<b>LABOR</b>		
	Labor Op	Time Units	Description
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 19 60	SEE ELSA	Subframe remove+reinstall
	4405 20 52	SEE ELSA	2 Wheels remove+reinstall
	9340 19 60	SEE ELSA	Front electric drive motor remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	Quantity	Part Number	Description
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	1.00	N 10205802	NUT
	6.00	N 10240305	NUT
	1.00	N 10469402	BOLT
	1.00	N 10518405	SCREW
	6.00	N 10785401	SCREW
	6.00	N 91233201	HEX. NUT
	4.00	N 91260401	BOLT
	2.00	WHT005437A	12POINT S
	2.00	WHT005538	NUT

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<b>Criteria I.D.</b>	07		
	Replace Front Motor Support Bracket Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	20	Replace two bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2	N 10862301	BOLT

<b>Criteria I.D.</b>	08		
	Replace Component Carrier Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	20	Replace two bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2	N 10640501	BOLT

<b>Criteria I.D.</b>	09 or 22		
	Replace Steering Gear Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	20	Replace two bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2	N 10552402	BOLT
	3	WHT000729A	BOLT (Atlas and Cross Sport ONLY)

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<b>Criteria I.D.</b>	10 or 11		
	Replace Front Lower Control Arm Bolt		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	10	Replace two bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 91286201	NUT
	1.00	N 91296301	BOLT
	1.00	N 91296401	SCREW

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<b>Criteria I.D.</b>	12		
	Replace Front Motor Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 19 60	SEE ELSA	Subframe remove+reinstall
	4405 20 00	SEE ELSA	2 Wheels remove+reinstall
	9340 19 60	SEE ELSA	Front electric drive motor remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	1.00	N 10205802	NUT
	2.00	N 10240305	NUT
	1.00	N 10469402	BOLT
	1.00	N 10518405	SCREW
	2.00	N 10728502	BOLT
	6.00	N 10785401	SCREW
	2.00	N 10866001	BOLT
	6.00	N 91233201	HEX. NUT
	4.00	N 91260401	BOLT
	2.00	WHT005437A	12POINT S
	2.00	WHT005538	NUT

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<b>Criteria I.D.</b>	13 or 14		
	Replace Rear Spring Link Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 19 51	SEE ELSA	1 Wheel remove+reinstall
	4272 19 00	SEE ELSA	Coil spring remove+reinstall
	4007 55 99	10	Replace bolt
	<i>NOTE: Alignment is required. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10106403	NUT
	1.00	N 10401802	NUT
	1.00	N 10500802	BOLT
	1.00	N 91039802	BOLT
	2.00	N 91235901	SCREW

<b>Criteria I.D.</b>	15, 17 or 18		
	Replace Rear Axle Upper Control Arm Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4405 19 51	SEE ELSA	1 Wheel remove+reinstall
	4007 55 99	40	Replace bolt
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10106403	NUT
	1.00	N 91039802	BOLT

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<b>Criteria I.D.</b>	16		
	Replace Rear Axle Upper Control Arm Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 19 00	SEE ELSA	1 Wheel remove+reinstall
	4007 55 99	40	Replace bolt
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10106403	NUT
	1.00	N 91039802	BOLT

<b>Criteria I.D.</b>	19 or 20		
	Replace Rear Axle Lower Control Arm Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4007 55 99	50	Replace bolt
	<i>NOTE: Alignment is required. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10106403	NUT
	1.00	N 10505602	BOLT

<b>Criteria I.D.</b>	21		
	Replace Pendulum Support Bolt		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	10	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10558002	BOLT
	3.00	WHT000729A	BOLT

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<b>Criteria I.D.</b>	24		
	Replace Passenger Front Lower Control Arm Bolt		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	10	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 91066201	BOLT
	3.00	WHT000729A	BOLT

<b>Criteria I.D.</b>	25		
	Replace Driver Front Lower Control Arm Bolt		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	40	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10558002	BOLT
	1.00	N 10784701	BOLT
	1.00	N 10784801	BOLT
	1.00	N 91066201	BOLT
	3.00	WHT000729A	BOLT

<b>Criteria I.D.</b>	26 or 27		
	Replace Front Axle Lower Control Arm Support Bracket Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	10	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2	N 10640501	BOLT
	3	WHT000729A	BOLT

Continued on next page

<b>Criteria I.D.</b>	28		
	Replace Rear Drive Motor Bracket Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	9346 19 50	SEE ELSA	Drive motor rear remove+reinstall
	4007 55 99	10	Replace bolts
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment is required. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	2.00	N 10106403	NUT
	2.00	N 10401802	NUT
	2.00	N 10500802	BOLT
	2.00	N 10505602	BOLT
	3.00	N 10862301	BOLT
	3.00	N 91281701	Screw
	2.00	WHT005437A	12POINT S
	2.00	WHT006496	SCREW

Continued on next page

Criteria I.D.	29		
	Replace Passenger Side Front Drive Motor Bracket and Hardware		
	<b>LABOR</b>		
	Labor Op	Time Units	Description
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 19 60	SEE ELSA	Subframe remove+reinstall
	4405 20 00	SEE ELSA	2 Wheels remove+reinstall
	9340 19 60	SEE ELSA	Front electric drive motor remove+reinstall
	9340 19 99	10	Replace right electric drive motor mount
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	Quantity	Part Number	Description
	1.00	1EK199308	BRACKET
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	1.00	N 10205802	NUT
	6.00	N 10240305	NUT
	1.00	N 10469402	BOLT
	2.00	N 10518405	SCREW
	6.00	N 10785401	SCREW
	2.00	N 10866001	BOLT
	6.00	N 91233201	HEX. NUT
	4.00	N 91260401	BOLT
	1.00	N 91284901	BOLT
	6.00	WHT005437A	12POINT S
	4.00	WHT005538	NUT

Continued on next page

<b>Criteria I.D.</b>	30		
	Replace Steering Gear Threaded Bushings		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4835 19 00	SEE ELSA	Electro-mechanical steering remove+reinstall
	4007 55 99	30	Replace bushings
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	5Q0423121A	BUSHING
	2.00	N 0150818	NUT
	2.00	N 10552402	BOLT
	1.00	N 10784701	BOLT
	1.00	N 10784801	SCREW
	6.00	N 10785401	SCREW
	4.00	N 91231201	SCREW
	3.00	WHT000729A	BOLT

**Continued on next page**

<b>Criteria I.D.</b>	31		
	Replace Front Subframe		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4007 19 52	SEE ELSA	Subframe remove+reinstall
	4007 55 52	SEE ELSA	Subframe replace
	1082 19 00	SEE ELSA	Noise dampening pan remove+reinstall
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	<i>NOTE: Alignment is required. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	3QF199315G	SUB FRAME
	1.00	3QF199867A	RUBB MOUNT
	1.00	3QF199868D	RUBB MOUNT
	2.00	N 0150818	NUT
	2.00	N 10552402	BOLT
	2.00	N 10552404	BOLT
	1.00	N 10558002	BOLT
	4.00	N 10640501	BOLT
	4.00	N 10680201	BOLT
	1.00	N 10784701	BOLT
	1.00	N 10784801	SCREW
	6.00	N 10785401	SCREW
	2.00	N 91066201	BOLT
	4.00	N 91231201	SCREW
	6.00	N 91233201	HEX. NUT
	3.00	WHT000729A	BOLT

Continued on next page

<b>Criteria I.D.</b>	32		
	Replace Rear Drive Motor Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	9352 19 60	SEE ELSA	High-voltage charger remove+reinstall
	4007 55 99	50	Support rear motor and replace bolts
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	2.00	N 10272305	NUT
	4.00	N 10765801	SCREW
	2.00	N 10858201	BOLT
	3.00	N 91281701	Screw

<b>Criteria I.D.</b>	33		
	Replace Rear Drive Motor Mounting Bracket Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 55 99	50	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	3.00	N 10862301	BOLT

Continued on next page

<b>Criteria I.D.</b>	34		
	Replace Driver Rear Axle Bolt		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 19 00	SEE ELSA	Wheel remove+reinstall
	4007 55 99	20	Replace bolt
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	WHT007150	BOLT

<b>Criteria I.D.</b>	35		
	Replace Rear Axle, Driver Side Upper Control Arm Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 19 00	SEE ELSA	1 Wheel remove+reinstall
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 55 99	40	Replace bolt
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	WHT010018	SCREW

Continued on next page

Criteria I.D.	36		
	Replace Front Drive Motor Mount Bracket Bolts		
	<b>LABOR</b>		
	Labor Op	Time Units	Description
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 19 60	SEE ELSA	Subframe remove+reinstall
	4405 20 00	SEE ELSA	2 Wheels remove+reinstall
	9340 19 60	SEE ELSA	Front electric drive motor remove+reinstall
	4007 55 99	30	Replace bolts
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	Quantity	Part Number	Description
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	1.00	N 10205802	NUT
	6.00	N 10240305	NUT
	1.00	N 10469402	BOLT
	1.00	N 10518405	SCREW
	6.00	N 10785401	SCREW
	2.00	N 10866001	BOLT
	6.00	N 91233201	HEX. NUT
	4.00	N 91260401	BOLT
	1.00	N 91284901	BOLT
	6.00	WHT005437A	12POINT S
	4.00	WHT005538	NUT

Continued on next page

<b>Criteria I.D.</b>	37		
	Replace Front Drive Motor Transmission Mounting Bracket Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	1938 17 50	SEE ELSA	Coolant drain+fill
	9310 83 00	SEE ELSA	Disable HV system voltage deactivate and activate
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 19 60	SEE ELSA	Subframe remove+reinstall
	4405 20 00	SEE ELSA	2 Wheels remove+reinstall
	9340 19 60	SEE ELSA	Front electric drive motor remove+reinstall
	4007 55 99	20	Replace bolts
	2706 89 50	SEE ELSA	Connect battery charger
	0150 00 60	Time stated on diagnostic protocol	GFF/Guided functions
	0121 00 04	SEE ELSA	Test drive
	<i>NOTE: Alignment can be added if the steering wheel was found off-center during the road test. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	Up to 40.00	G 12E100S1	COOLANT (concentrate)
	1.00	N 10205802	NUT
	2.00	N 10240305	NUT
	1.00	N 10469402	BOLT
	1.00	N 10518405	SCREW
	6.00	N 10785401	SCREW
	3.00	N 10866001	BOLT
	6.00	N 91233201	HEX. NUT
	4.00	N 91260401	BOLT
	2.00	N 91284901	BOLT
	2.00	WHT005437A	12POINT S
	2.00	WHT005538	NUT

**Continued on next page**

<b>Criteria I.D.</b>	38		
	Replace Sway Bar Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5192 19 00	SEE ELSA	Front cover plate remove+reinstall
	4007 55 99	20	Replace bolt
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	4.00	N 10680201	BOLT
	3.00	WHT000729A	BOLT

<b>Criteria I.D.</b>	39 and 40		
	Replace Rear Brake Carrier Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4267 19 00	SEE ELSA	Wheel hub with bearing remove+reinstall
	4007 55 99	20	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	3.00	N 91208801	BOLT
	4.00	WHT004835	BALL SCREW
	1.00	WHT005437A	12POINT S

<b>Criteria I.D.</b>	41		
	Replace Rear Brake Hoses		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 20 00	SEE ELSA	Wheel hub with bearing remove+reinstall
	4728 20 20	SEE ELSA	2 Rear brake hose remove+reinstall
	4701 07 50	SEE ELSA	Brake system bleed
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	1EA611775A	HOSE
	Up to 10.00	B 000750S0	Brake Fluid

**Continued on next page**

<b>Criteria I.D.</b>	42		
	Replace Driver and Passenger Rear Spring Link Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4272 20 00	SEE ELSA	2 Coil spring remove+reinstall
	4405 20 52	SEE ELSA	2 Wheel remove+reinstall
	4007 55 99	50	Replace bolts
	<i>NOTE: Alignment is required. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	N 10106403	NUT
	2.00	N 10401802	NUT
	1.00	N 91039802	BOLT
	2.00	N 91235901	SCREW
	2.00	WHT009888A	SCREW

<b>Criteria I.D.</b>	43		
	Replace Driver and Passenger Rear Shock Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 20 00	SEE ELSA	2 Wheel remove+reinstall
	4007 55 99	60	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	N 10106403	NUT
	2.00	N 91039802	BOLT

Continued on next page

<b>Criteria I.D.</b>	44		
	Replace Driver Rear Brake Caliper, Flexible Hose, and Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 19 51	SEE ELSA	1 Wheel remove+reinstall
	4701 07 50	SEE ELSA	Brake system bleed
	4728 19 50	SEE ELSA	Rear brake hose remove+reinstall
	4741 19 50	SEE ELSA	Rear brake caliper remove+reinstall
	4741 55 50	SEE ELSA	Rear brake caliper replace
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	3Q0615423FSL7	Housing
	1.00	3QF611775A	HOSE
	Up to 10.00	B 000750S0	Brake Fluid
	2.00	N 91168901	BOLT

<b>Criteria I.D.</b>	45		
	Replace Driver and Passenger Rear Transverse Link Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 20 52	SEE ELSA	2 Wheel remove+reinstall
	4272 20 50	SEE ELSA	2 Coil spring remove+reinstall
	4007 55 99	30	Replace bolts
	<i>NOTE: Alignment is required. See separate claiming instructions for alignment at the end of the claiming section.</i>		
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	N 10106403	NUT
	2.00	WHT000228	SCREW

Continued on next page

<b>Criteria I.D.</b>	46 or 47		
	Replace Rear Shock Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 19 00	SEE ELSA	1 Wheel remove+reinstall
	4007 55 99	30	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2.00	N 10106403	NUT
	2.00	N 10883401	SCREW

<b>Criteria I.D.</b>	48		
	Replace Rear Sway Bar Mounting Bolts		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 55 99	20	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	4.00	N 10765801	SCREW

<b>Criteria I.D.</b>	49		
	Replace Driver and Passenger Rear Lower Control Arm Hardware		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4405 20 52	SEE ELSA	2 Wheel remove+reinstall
	5194 19 03	SEE ELSA	Rear cover plate remove+reinstall
	4007 55 99	50	Replace bolts
	<b>PARTS</b>		
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	2	N 10106403	NUT
	2	N 10505602	BOLT

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	Add as needed depending on vehicle axle alignment		
	<b>LABOR</b>		
	<b>Labor Op</b>	<b>Time Units</b>	
	<b>Description</b>		
	4495 03 00	SEE ELSA	Vehicle alignment front + rear measure
	<i>ADD as needed:</i>		
	4488 15 00	SEE ELSA	Front wheel track adjust
	4493 15 00	SEE ELSA	Rear wheel track adjust
	4494 15 00	SEE ELSA	Rear wheel camber adjust
	9638 15 00	SEE ELSA	Camera Driver Assist System Adjust
	9163 15 00	SEE ELSA	Adaptive Cruise Control (ACC) System Adjust
	0150 00 60	Time stated on diagnostic protocol	GFF Operations (if necessary)
	2706 89 50	SEE ELSA	Connect battery charger
	9415 16 50	SEE ELSA	Headlight assembly adjust (if necessary)

## 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:** 25V434

**Subject: Safety Recall 42HX -Suspension, Brake and/or Chassis Bolts**

Dear Volkswagen Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Volkswagen has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2025 model year Volkswagen vehicles. Our records show that you are the owner of a vehicle affected by this action.

### **What is the issue?**

Certain bolts on the chassis, brake system and/or suspension of affected vehicles may not have been correctly tightened during the supplier manufacturing process. If an incorrectly tightened chassis or suspension bolt becomes loose, the driver's control of the vehicle may be adversely affected, potentially leading to a crash.

### **What will we do?**

To correct this defect, your authorized Volkswagen dealer will replace the affected bolt(s). This work will take up to one day 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 work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work. To set up an appointment online, please visit [www.vw.com/find-a-dealer](http://www.vw.com/find-a-dealer).

### **Precautions you should take:**

If one of the affected bolts becomes loose, vehicle owners may notice noise coming from that area of the vehicle while driving. Should this occur, owners are advised to contact an authorized Volkswagen dealer to have the vehicle concern diagnosed without delay.

### **Additional Information**

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please reach out to us using your preferred method of communication at [www.vw.com/contact](http://www.vw.com/contact) or by calling us at 800-893-5298.
- 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:1-888-275-9171); or go to <http://www.safercar.gov>.
- To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit [www.vw.com/owners/recalls](http://www.vw.com/owners/recalls) and enter your Vehicle Identification Number (VIN) into the Recall/Service Campaign Lookup tool.
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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,

Volkswagen 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:** 2025-355

**Subject: Safety Recall 42HX -Suspension, Brake and/or Chassis Bolts**

Dear Volkswagen 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?**

Certain bolts on the chassis, brake system and/or suspension of affected vehicles may not have been correctly tightened during the supplier manufacturing process. If an incorrectly tightened chassis or suspension bolt becomes loose, the driver's control of the vehicle may be adversely affected, potentially leading to a crash.

### **What will we do?**

To correct this defect, your authorized Volkswagen dealer will replace the affected bolt(s). This work will take up to one day 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 work, as well as to accommodate their daily workshop schedule.

### **What should you do?**

Please contact your authorized Volkswagen dealer without delay to schedule this recall work.

### **Precautions you should take:**

If one of the affected bolts becomes loose, vehicle owners may notice noise coming from that area of the vehicle while driving. Should this occur, owners are advised to contact an authorized Volkswagen dealer to have the vehicle concern diagnosed without delay.

### **Additional Information**

- 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 your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, if you have changed your address or no longer own the vehicle identified in this letter, or if you should have any questions about this communication, please contact Customer Relations, Monday through Friday from 8AM to 8PM EST by phone at 1-800-822-8987 or via our "Contact Us" page at [www.vw.ca](http://www.vw.ca).
- If you have previously paid for repairs relating to the condition described in this letter, the enclosed form explains how to request reimbursement. We would be pleased to review your reimbursement request.

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,

Volkswagen Customer Protection

## Safety Precautions When Working ON the High-voltage System

(additional information is also available in the ELSA Repair Manual)

### DANGER

#### **Extremely dangerous due to high voltage.**

- The high-voltage system is under heavy voltage. Severe bodily injury or death by electrocution or electric arcs is possible.
- When working on the high-voltage system the high-voltage system must be de-energized.
- When performing procedures that do not directly affect the high-voltage system, in some cases it is still necessary to de-energize the high-voltage system.
- Pay attention when the high-voltage system must be de-energized. Refer to the Repair Manual
- Have a High-Voltage Technician or a High-Voltage Expert de-energize the high-voltage system.

#### **The electric and magnetic fields are extremely dangerous.**

- There are electric and magnetic fields on the high-voltage system. Death or serious injury are possible due to malfunction of active implants (for example cardiac pacemakers, insulin pumps).
- Persons with active implants may not perform procedures on the high-voltage system.

### WARNING

#### **Risk of injury - motor may start unexpectedly**

It is difficult to determine whether the drive system of an electric vehicle or hybrid vehicle is active. Moving parts can trap or draw in parts of the body.

### CAUTION

#### **Risk of damage to high-voltage wiring**

- Incorrect handling may result in damage to the insulation of high-voltage wires or high-voltage connectors.
- Do not support yourself on high-voltage cables or connectors.
- Never prop tools against high-voltage wiring or high-voltage connectors.
- Never bend or kink high-voltage wiring.
- Observe the coding of the high-voltage connectors when joining them up.

## Safety Precautions When Working NEAR the High-voltage System

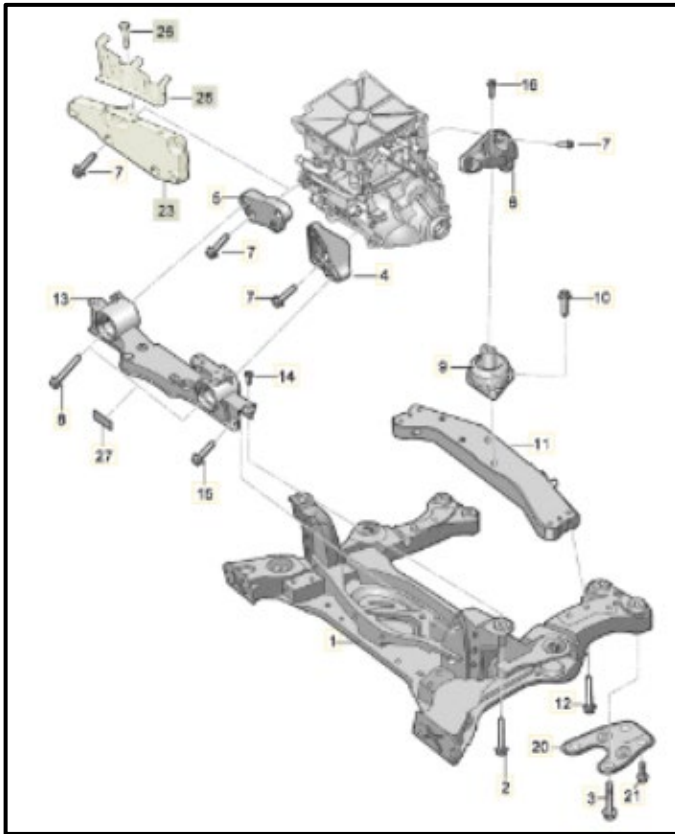
(additional information is also available in the ELSA Repair Manual)

### DANGER

#### **Extremely dangerous due to high voltage.**

- The voltage levels in the high-voltage system constitute a safety hazard. Danger of severe or fatal injuries from electric shock if high-voltage components or high-voltage wiring are damaged.
- Carry out a visual check of high-voltage components and high-voltage wiring.
- Never use cutting/forming tools or other sharp-edged implements.
- Never perform work using welding, brazing, thermal bonding or hot air in the area of high-voltage components and high-voltage cables.

## Repair Overview



- Replace affected hardware as defined by assigned criteria.

### 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

#### TIP

If Campaign Completion label is present, no further work is required.

Applicable criteria ID(s)	Campaign/Action Status
01 	Open 

**EXAMPLE**

Campaign/Action	Start	Designation
	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**



All campaigns/actions with a repair available must be performed in order of the Start date <arrow 3>. The oldest should be performed first (unless otherwise noted in the repair instructions).

**Proceed to Section B**

## Section B – Repair Instructions

### CRITICAL REPAIR STEP

 **STOP!** 

- It is critical to confirm in ELSA what criteria apply to the vehicle prior to starting the repair.
- If a vehicle is assigned multiple criteria, the work involved to access the affected hardware may overlap.
- Requests for additional parts and labor resulting from having to remove components multiple times due to failure to confirm criteria prior to starting the repair will not be covered under the campaign.
- For example: If a vehicle is assigned criteria 05 and 07, the bolts should be replaced at the same time once the components to access the bolts are removed.

### NOTE

Due to the large number of criteria found in the 42HX Compliance Recall, the table below has been provided to aid in navigating the circular. Please refer to the ELSA to find out which criteria are assigned to the vehicle being worked on and navigate to the appropriate section for repair information.

### TIP

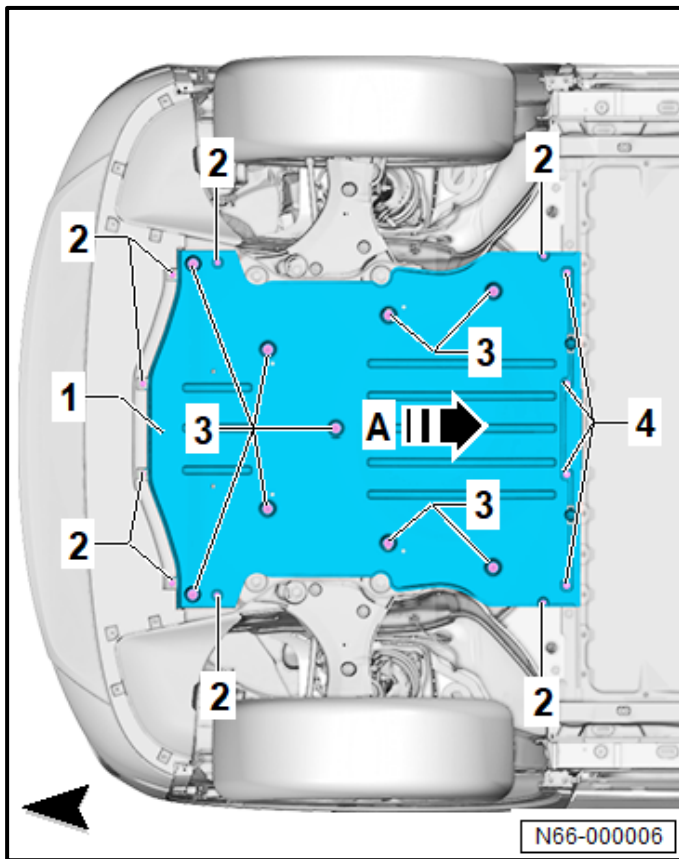
Click on the appropriate Criteria which is hyper linked to the repair information for that criteria.

Assigned Criteria / Repair Instruction Section			
<a href="#">Criteria 01</a>	Replace Driver Front Cross Member Bolts	<a href="#">Criteria 12</a>	Replace Front Motor Mounting Bolts
<a href="#">Criteria 02</a>	Replace Passenger Front Cross Member Bolts	<a href="#">Criteria 13</a>	Replace Driver Rear Spring Link Hardware
<a href="#">Criteria 03</a>	Replace Driver Front Cross Member Bolts	<a href="#">Criteria 14</a>	Replace Passenger Rear Spring Link Hardware
<a href="#">Criteria 04</a>	Replace Passenger Front Cross Member Bolts	<a href="#">Criteria 15</a>	Replace Passenger Side Upper Control Arm Hardware
<a href="#">Criteria 05</a>	Replace Driver Side Front Drive Motor Bracket and Hardware	<a href="#">Criteria 16</a>	Replace Driver Side Upper Control Arm Hardware
<a href="#">Criteria 06</a>	Replace Front Motor Mounting Bolt	<a href="#">Criteria 17</a>	Replace Driver Side Upper Control Arm Hardware
<a href="#">Criteria 07</a>	Replace Front Motor Support Bracket Bolts	<a href="#">Criteria 18</a>	Replace Passenger Side Upper Control Arm Hardware
<a href="#">Criteria 08</a>	Replace Component Carrier Mounting Bolts	<a href="#">Criteria 19</a>	Replace Driver Rear Lower Control Arm Hardware
<a href="#">Criteria 09</a>	Replace Steering Gear Mounting Bolts	<a href="#">Criteria 20</a>	Replace Passenger Rear Lower Control Arm Hardware
<a href="#">Criteria 10</a>	Replace Driver Front Lower Control Arm Hardware	<a href="#">Criteria 21</a>	Replace Pendulum Support Bolt
<a href="#">Criteria 11</a>	Replace Passenger Front Lower Control Arm Hardware	<a href="#">Criteria 22</a>	Replace Steering Gear Mounting Bolts

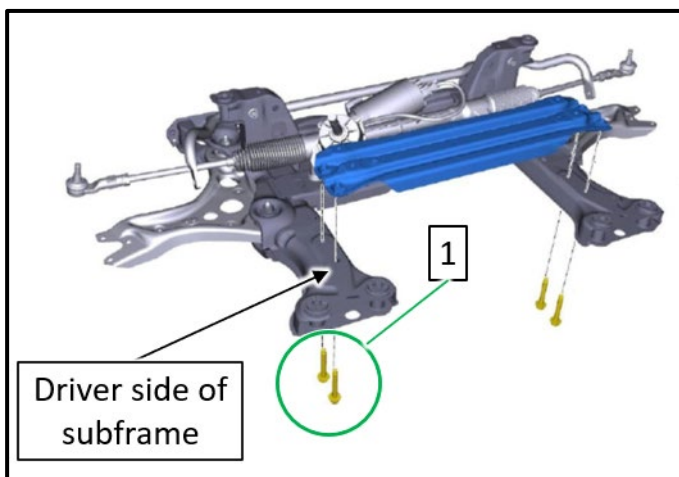
Continued on next page

Assigned Criteria / Repair Instruction Section (continued)			
<a href="#">Criteria 24</a>	Replace Passenger Front Lower Control Arm Bolt	<a href="#">Criteria 37</a>	Replace Front Drive Motor Transmission Mounting Bracket Bolts
<a href="#">Criteria 25</a>	Replace Driver Front Lower Control Arm Bolt	<a href="#">Criteria 38</a>	Replace Front Sway Bar Mounting Bolts
<a href="#">Criteria 26</a>	Replace Driver Side Lower Control Arm Support Bracket Bolts	<a href="#">Criteria 39</a>	Replace Driver Rear Brake Carrier Bolts
<a href="#">Criteria 27</a>	Replace Passenger Side Lower Control Arm Support Bracket Bolts	<a href="#">Criteria 40</a>	Replace Passenger Rear Brake Carrier Bolts
<a href="#">Criteria 28</a>	Replace Rear Drive Motor Bracket Bolts	<a href="#">Criteria 41</a>	Replace Both Rear Flexible Brake Hoses
<a href="#">Criteria 29</a>	Replace Passenger Side Front Drive Motor Bracket and Hardware	<a href="#">Criteria 42</a>	Replace Driver and Passenger Rear Spring Link Hardware
<a href="#">Criteria 30</a>	Replace Steering Gear Threaded Bushings	<a href="#">Criteria 43</a>	Replace Driver and Passenger Rear Shock Mounting Bolts
<a href="#">Criteria 31</a>	Replace Front Subframe	<a href="#">Criteria 44</a>	Replace Driver Rear Brake Caliper, Flexible Hose, and Hardware
<a href="#">Criteria 32</a>	Replace Rear Drive Motor Mounting Bolts	<a href="#">Criteria 45</a>	Replace Driver and Passenger Rear Transverse Link Hardware
<a href="#">Criteria 33</a>	Replace Rear Drive Motor Mounting Bracket Bolts	<a href="#">Criteria 46</a>	Replace Driver Rear Shock Mounting Bolts
<a href="#">Criteria 34</a>	Replace Driver Rear Axle Bolt	<a href="#">Criteria 47</a>	Replace Passenger Rear Shock Mounting Bolts
<a href="#">Criteria 35</a>	Replace Driver Side Upper Control Arm Hardware	<a href="#">Criteria 48</a>	Replace Rear Sway Bar Mounting Bolts
<a href="#">Criteria 36</a>	Replace Front Drive Motor Mounting Bracket Bolts	<a href="#">Criteria 49</a>	Replace Driver and Passenger Rear Lower Control Arm Hardware

## Criteria 01 - Replace Driver Front Cross Member Bolts



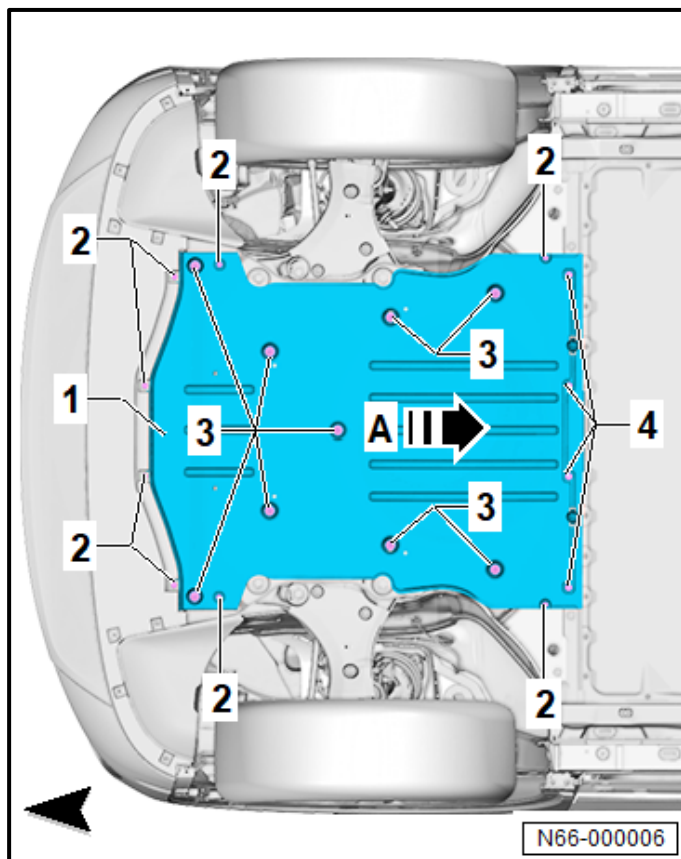
- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



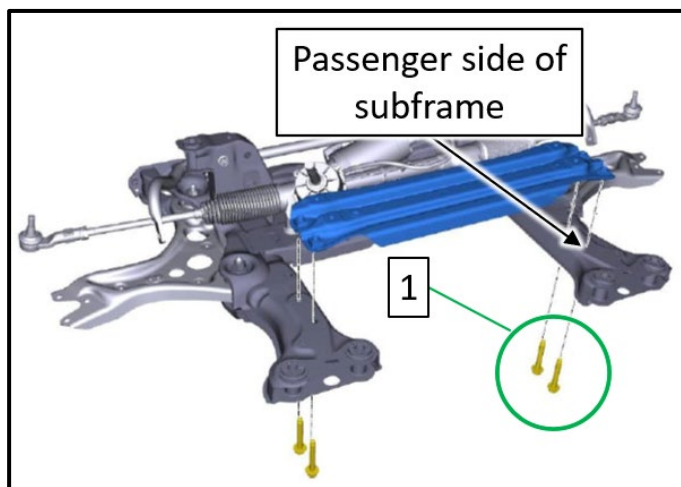
- Replace the bolts <1>, one at a time, taking note of the vehicle direction of travel <arrow>.
- Torque the bolts <1> to the following specification:
  - 70 Nm + 180°
- Reassemble the vehicle in reverse order of removal.

**Proceed to Section C**

## Criteria 02 - Replace Passenger Front Cross Member Bolts



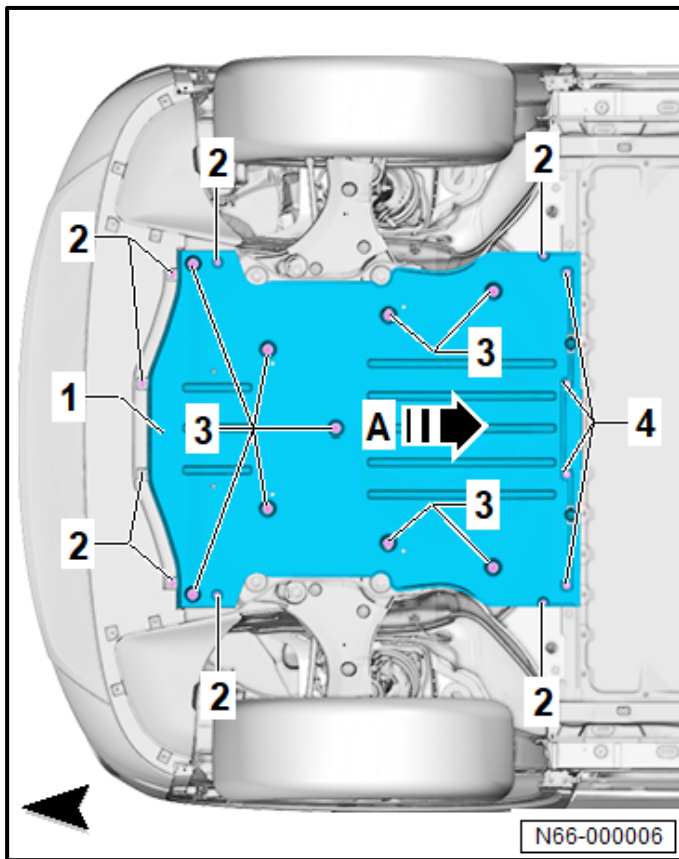
- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



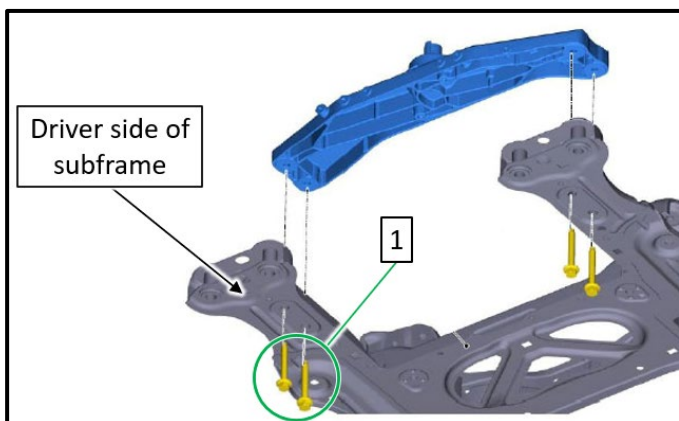
- Replace the bolts <1>, one at a time, taking note of the vehicle direction of travel <arrow>.
- Torque the bolts <1> to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal.

**Proceed to Section C**

## Criteria 03 - Replace Driver Front Cross Member Bolts



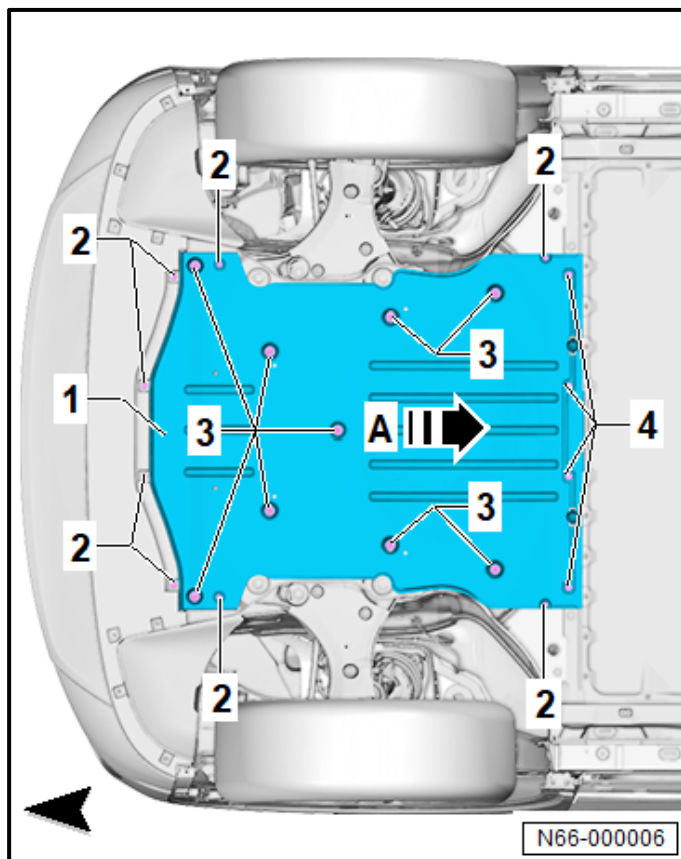
- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



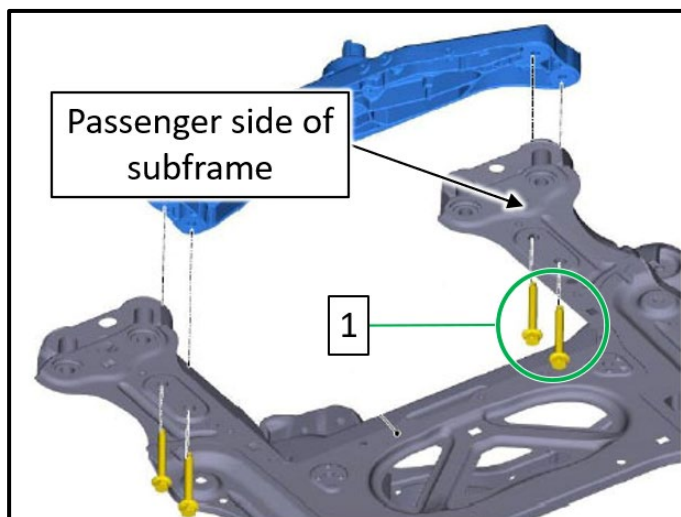
- Replace the bolts <1>, one at a time, taking note of the vehicle direction of travel <arrow>.
- Torque the bolts <1> to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal.

**Proceed to Section C**

## Criteria 04 - Replace Passenger Front Cross Member Bolts



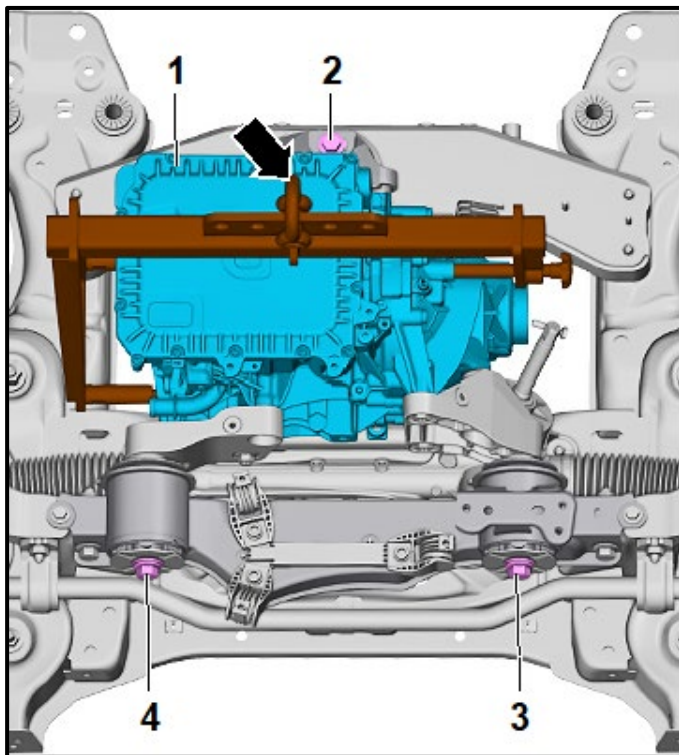
- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



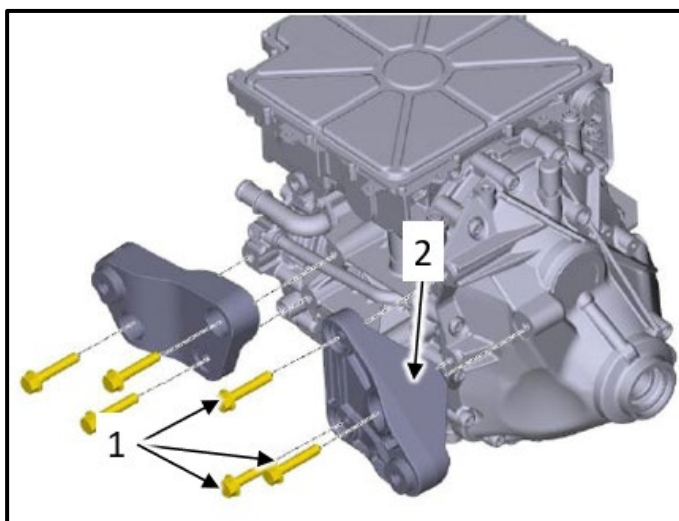
- Replace the bolts <1>, one at a time, taking note of the vehicle direction of travel <arrow>.
- Torque the bolts <1> to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal.

**Proceed to Section C**

## Criteria 05 - Replace Driver Side Front Drive Motor Bracket and Hardware



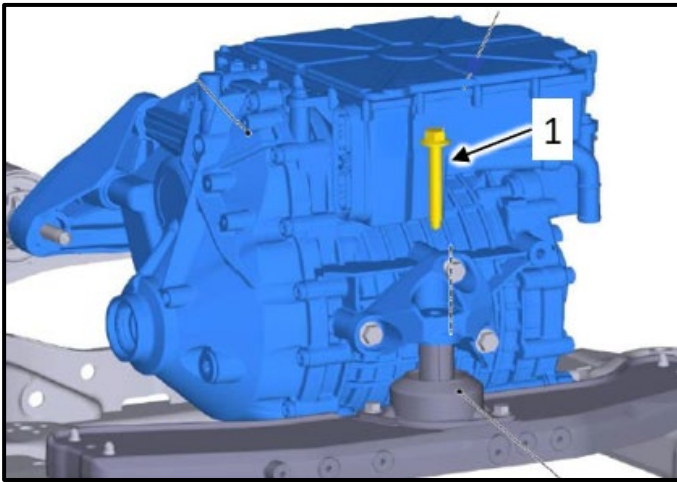
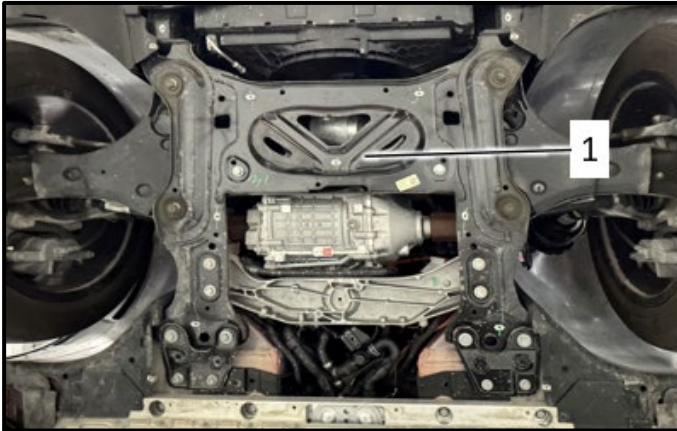
- Remove the front motor from the sub frame per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Front Motor, Removing and Installing > Front Motor, Removing, LHD.*



- Remove the bolts <1>.
- Replace the bracket <2>.
- Replace the bolts <1>.
- Torque the bolts <1> to the following specification:
  - 50 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

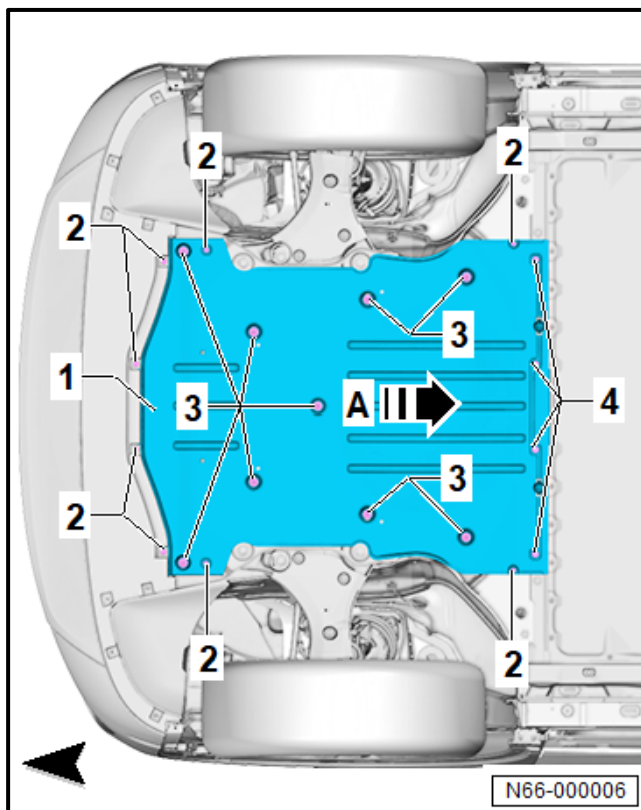
## Criteria 06 - Replace Front Motor Mounting Bolt



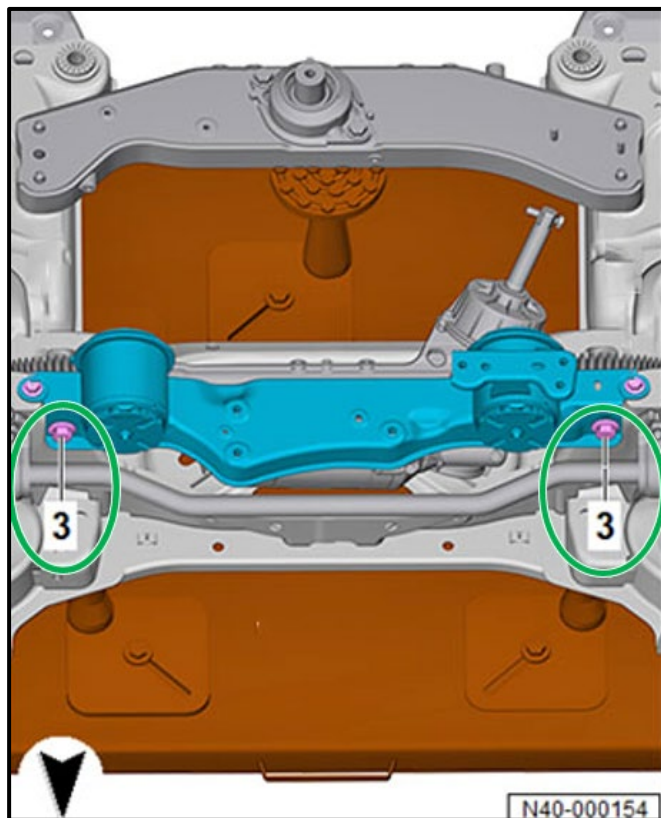
- Remove the front subframe <1> from the vehicle per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 40 Front Suspension > Subframe, AWD > Subframe with Motor, Removing and Installing.*
- Replace the bolt <1>.
- Torque the bolt to the following specification:
  - 70 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 07 - Replace Front Motor Support Bracket Bolts



- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



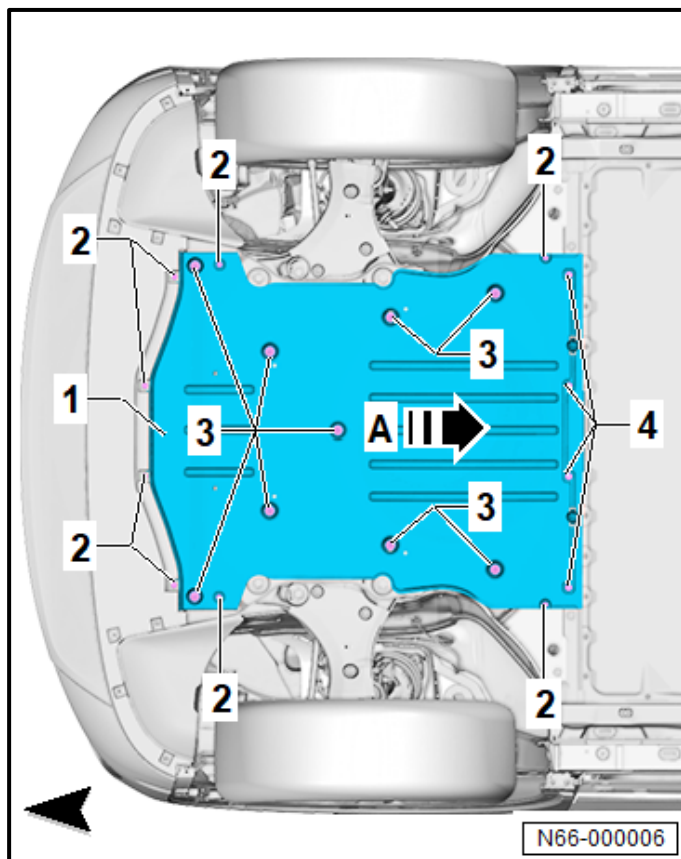
- Replace the bolts <3>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### **i** TIP

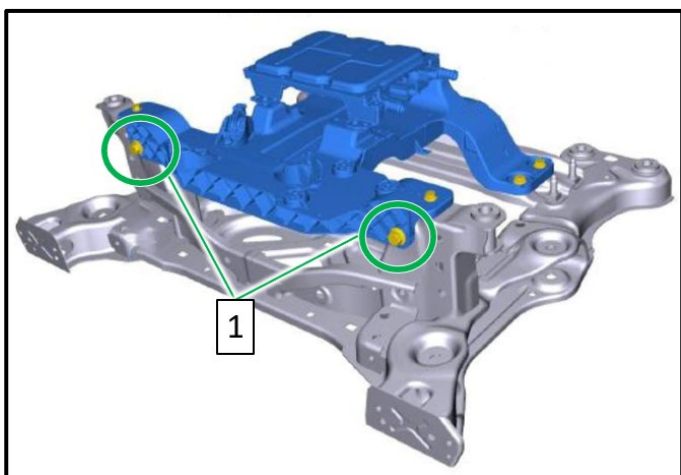
An air conditioning line sits near the bolt on the passenger side. This line can be moved out of the way using a suitable tool to gain better access to the bolt.

**Proceed to Section C**

## Criteria 08 - Replace Component Carrier Mounting Bolts



- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



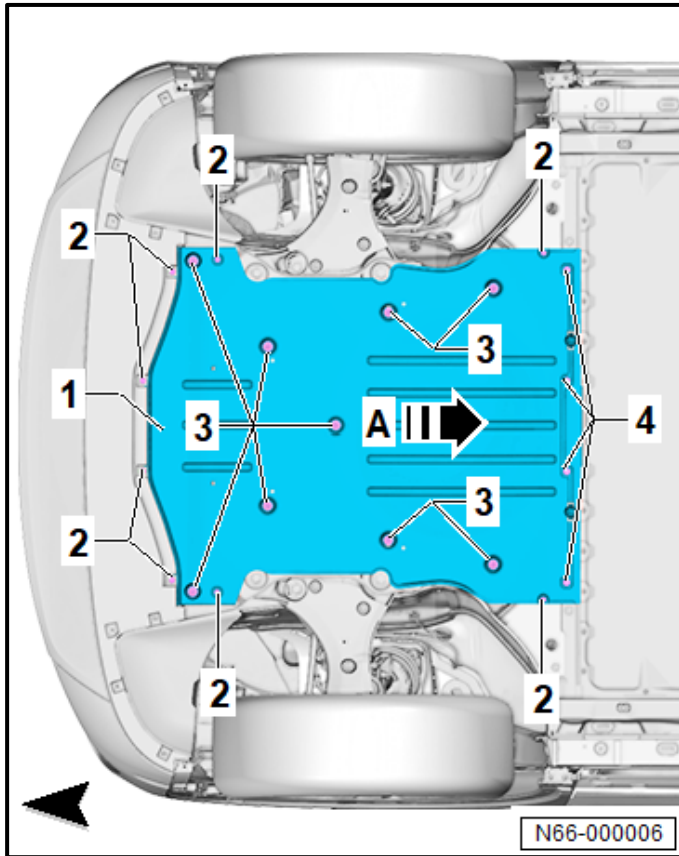
- Replace the bolts <1>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### **i** TIP

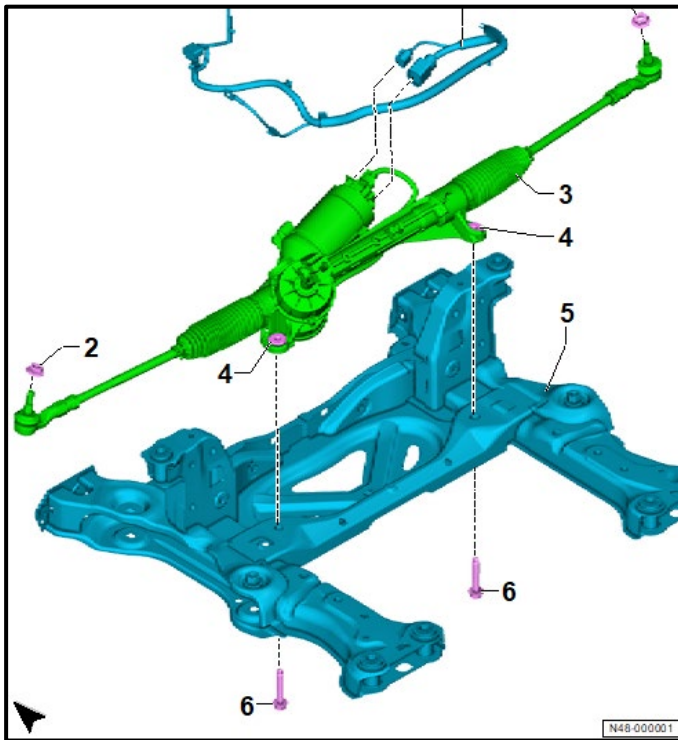
An air conditioning line sits near the bolt on the passenger side. This line can be moved out of the way using a suitable tool to gain better access to the bolt.

**Proceed to Section C**

## Criteria 09 - Replace Steering Gear Mounting Bolts



- Remove the front underbody shield per the ELSA repair manual:
  - **ID.4:** *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*
  - **Atlas & Cross Sport:** *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*



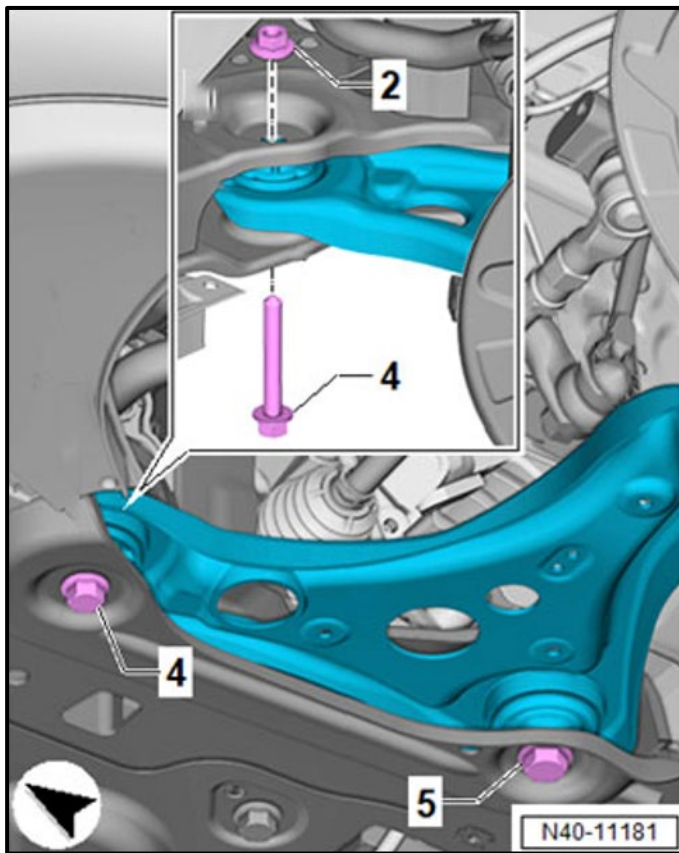
**NOTE**

ID.4 steering gear pictured. Repair of Atlas and Cross Sport vehicles is similar.

- Replace both steering gear bolts <6>, one at a time.
- Torque the bolts to the following specification:
  - **ID.4:** 70 Nm + 180°.
  - **Atlas & Cross Sport:** 70 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 10 - Replace Driver Front Lower Control Arm Hardware



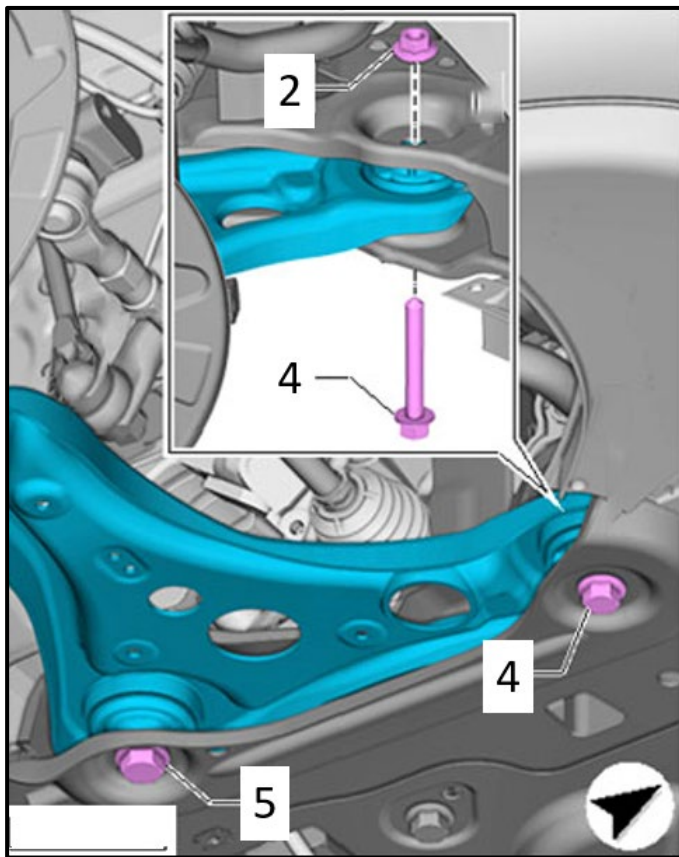
- Replace the driver side lower control arm nut <2> and both bolts <4> and <5>.
  - Replace bolts one at a time.
- Torque the bolt <4> to the following specification:
  - 70 Nm + 180°.
- Torque the bolt <5> to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### ! NOTE

An axle alignment is not required after the replacement of these bolts.

**Proceed to Section C**

## Criteria 11 - Replace Passenger Front Lower Control Arm Hardware



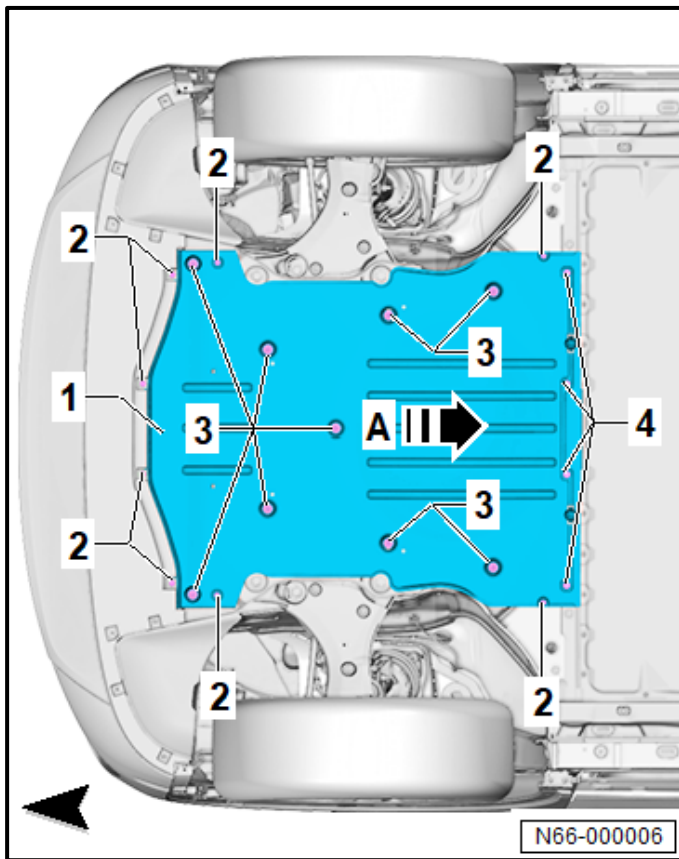
- Replace the passenger side lower control arm nut <2> and both bolts <4> and <5>.
  - Replace bolts one at a time.
- Torque the bolt <4> to the following specification:
  - 70 Nm + 180°.
- Torque the bolt <5> to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### NOTE

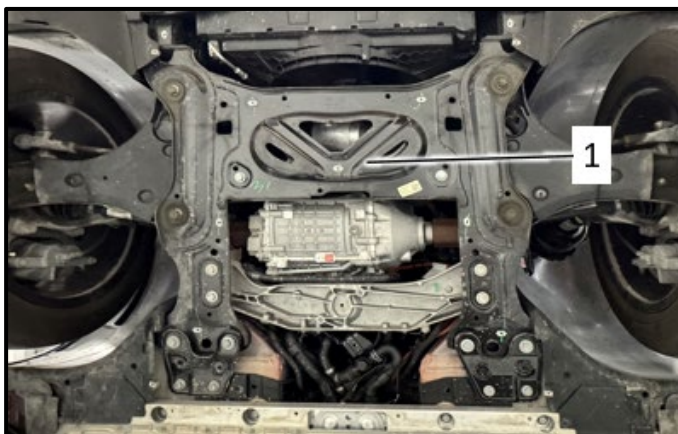
An axle alignment is not required after replacement of these bolts.

**Proceed to Section C**

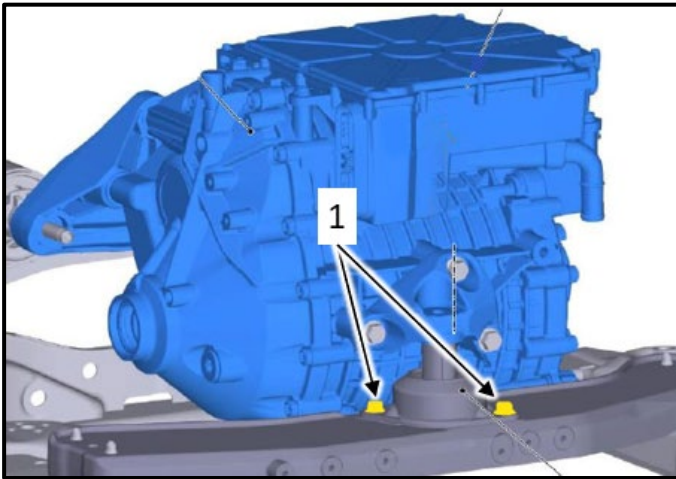
## Criteria 12 - Replace Front Motor Mounting Bolts



- Remove the front underbody shield per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Front Underbody Trim Panel, Removing and Installing.*



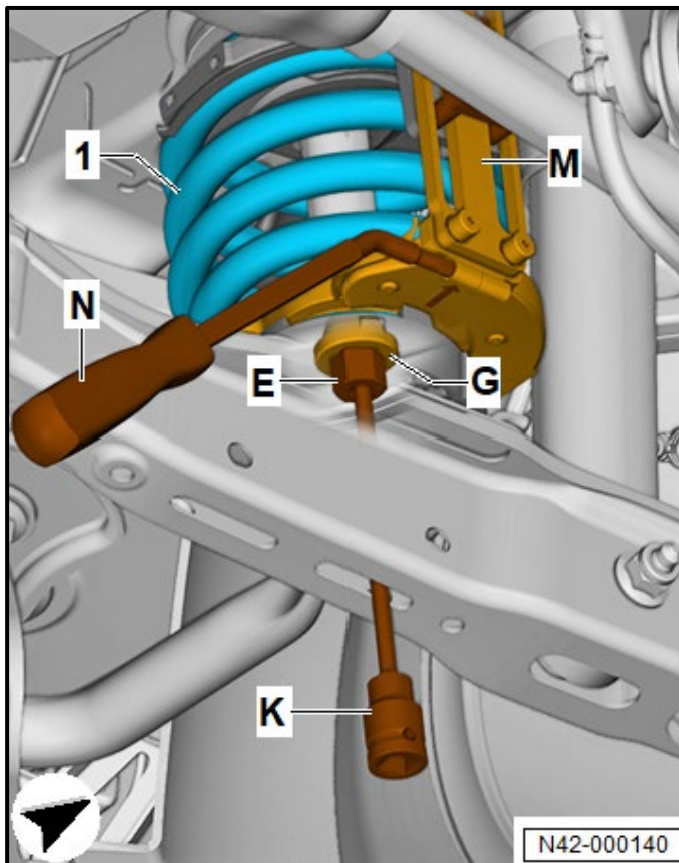
- Remove the front subframe <1> from the vehicle per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 40 Front Suspension > Subframe, AWD > Subframe with Motor, Removing and Installing.*



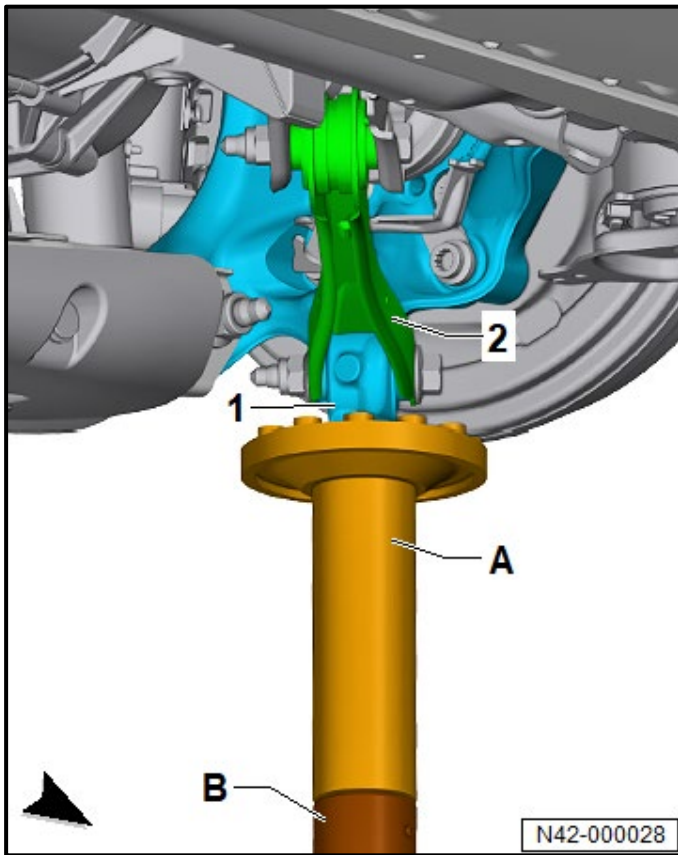
- Replace the bolts <1>, one at a time.
- Torque the bolt to the following specification:
  - 50 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 13 - Replace Driver Rear Spring Link Hardware



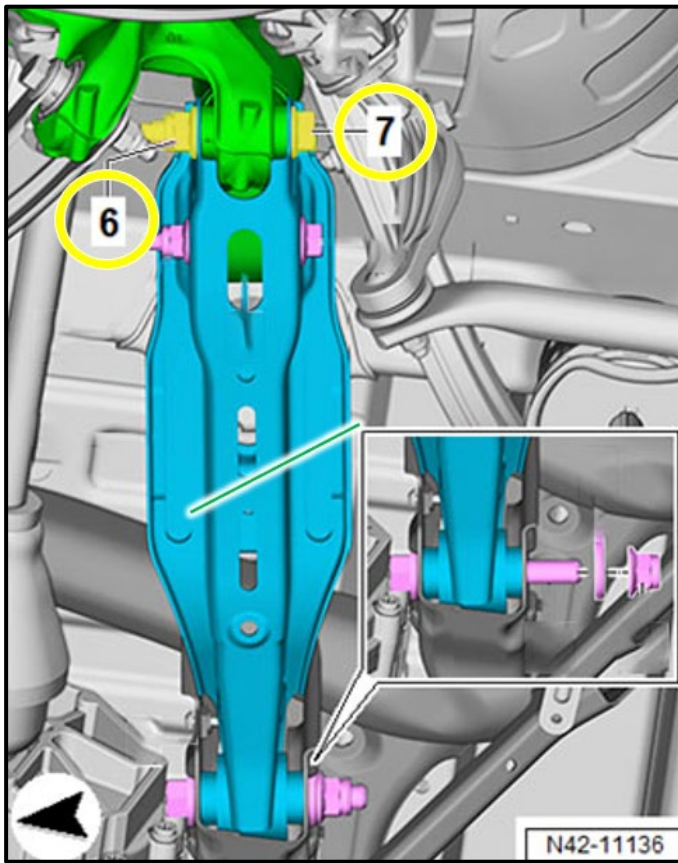
- Remove the driver rear coil spring per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Suspension Strut, Shock Absorber, Spring > Spring, Removing and Installing.*



**⚠ IMPORTANT!**

The lower control arms are not removed during this repair. Only the outboard spring link hardware is being replaced.

- Support the wheel bearing housing per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Spring Link, Removing and Installing.*



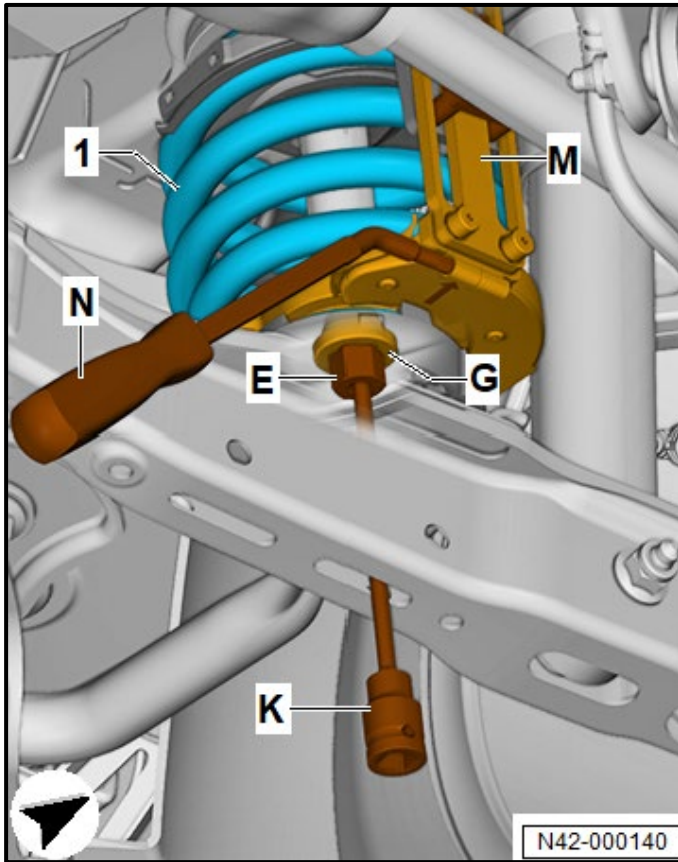
**NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

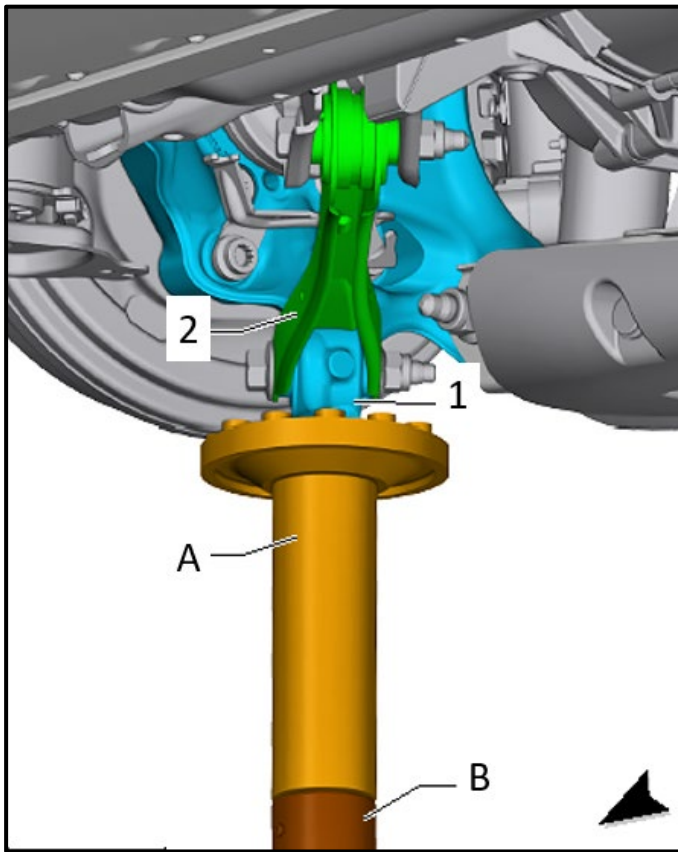
- Remove and replace the spring link nut <6> and bolt <7>.
- Torque the bolt to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 14 - Replace Passenger Rear Spring Link Hardware



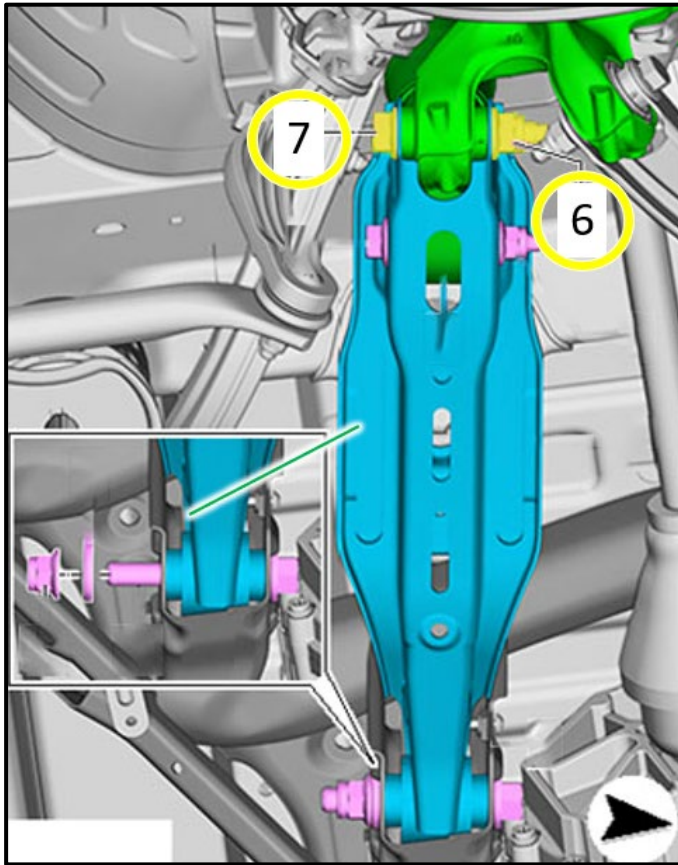
- Remove the passenger rear coil spring per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Suspension Strut, Shock Absorber, Spring > Spring, Removing and Installing.*



**⚠ IMPORTANT!**

The lower control arms are not removed during this repair. Only the outboard spring link hardware is being replaced.

- Support the wheel bearing housing per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Spring Link, Removing and Installing.*



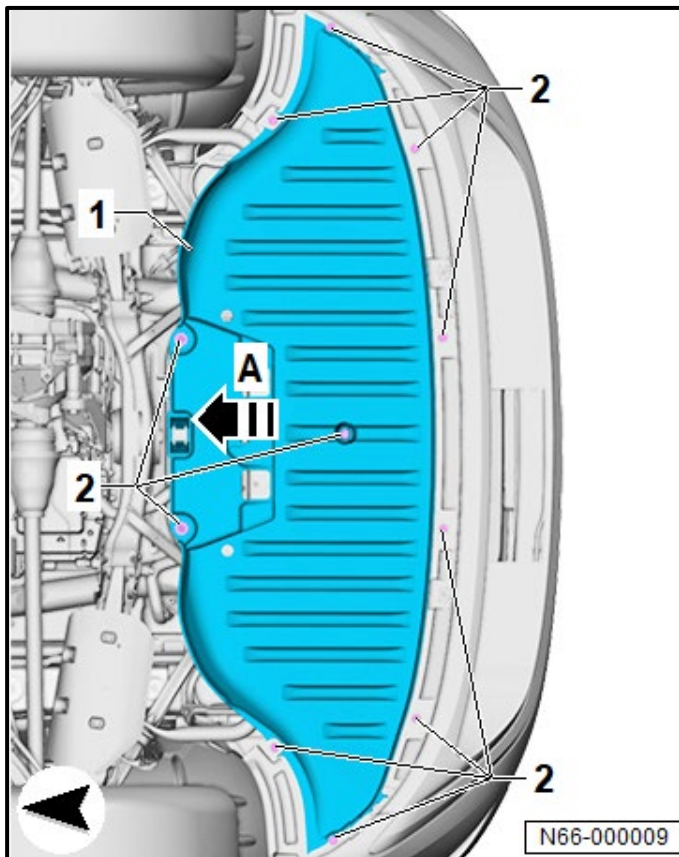
**NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

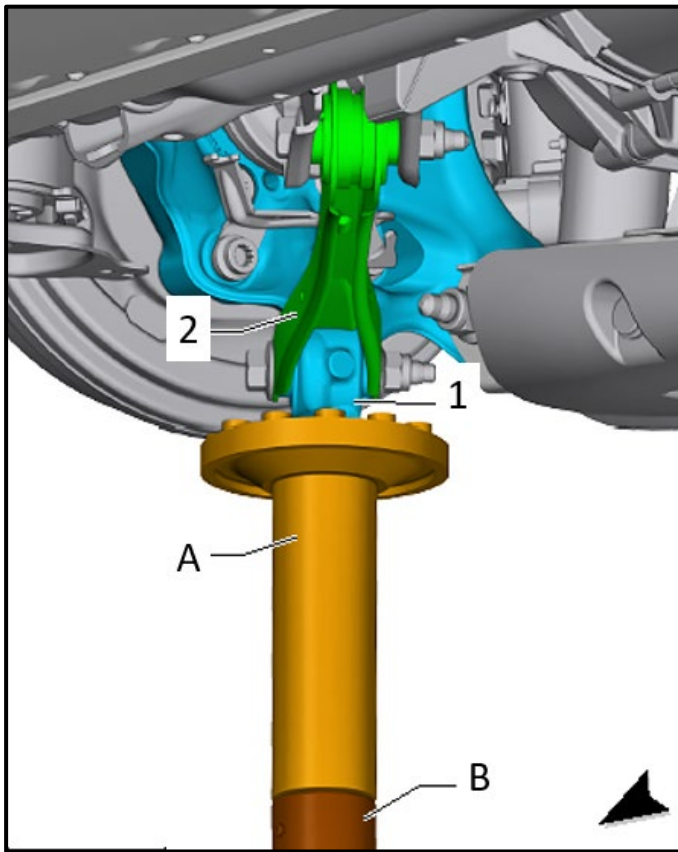
- Remove and replace the spring link nut <6> and bolt <7>.
- Torque the bolt to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 15 - Replace Passenger Side Upper Control Arm Hardware



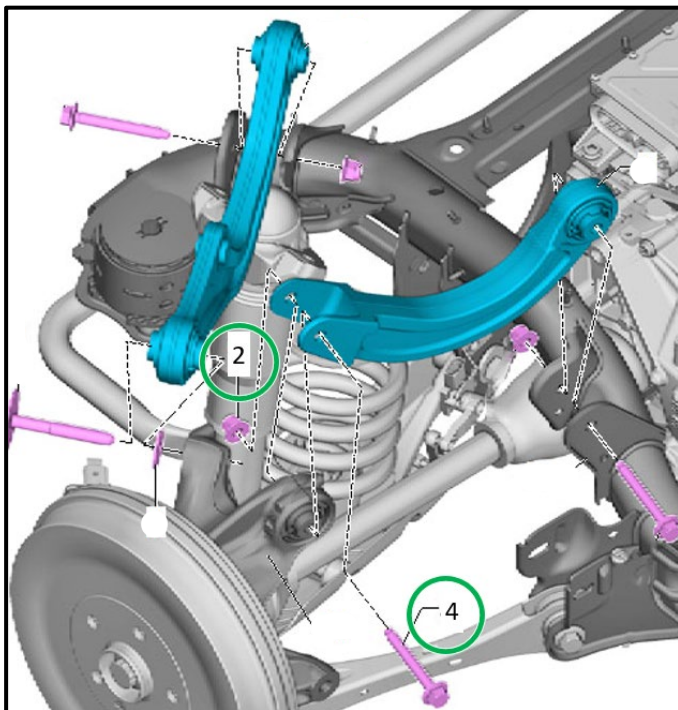
- Remove the passenger rear wheel.
- Remove the rear underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Rear Underbody Trim Panel, Removing and Installing.*



**⚠ IMPORTANT!**

The upper control arms are not removed during this repair. Only the inboard upper control arm hardware is being replaced.

- Support the wheel bearing housing per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Upper Front Control Arm, Removing and Installing.*



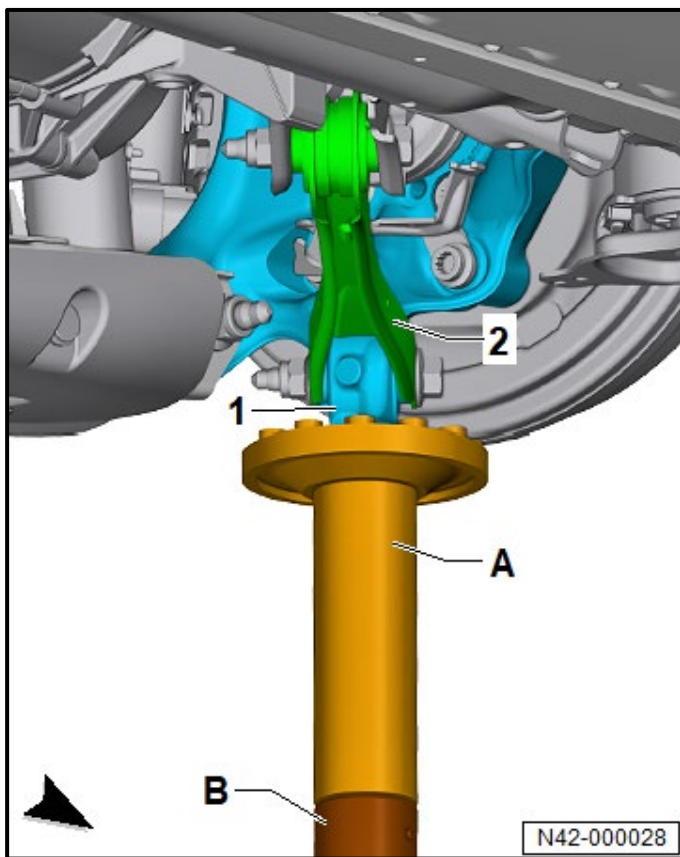
**ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Replace the passenger side upper control arm nut <2> and bolt <4>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

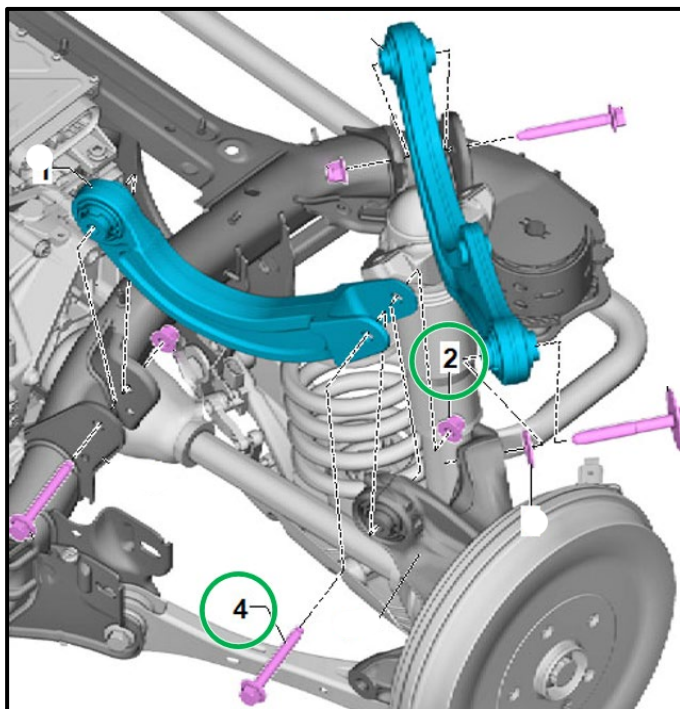
## Criteria 16 - Replace Driver Side Upper Control Arm Hardware



### ⚠ IMPORTANT!

The upper control arms are not removed during this repair. Only the outboard upper control arm hardware is being replaced.

- Remove the driver rear wheel.
- Support the wheel bearing housing per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Upper Front Control Arm, Removing and Installing.*



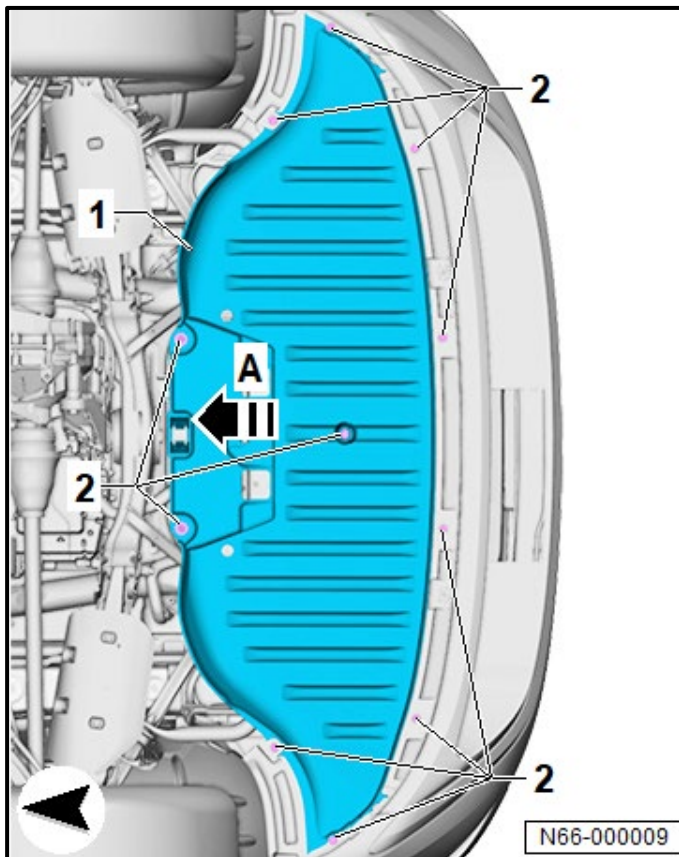
### ⓘ NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

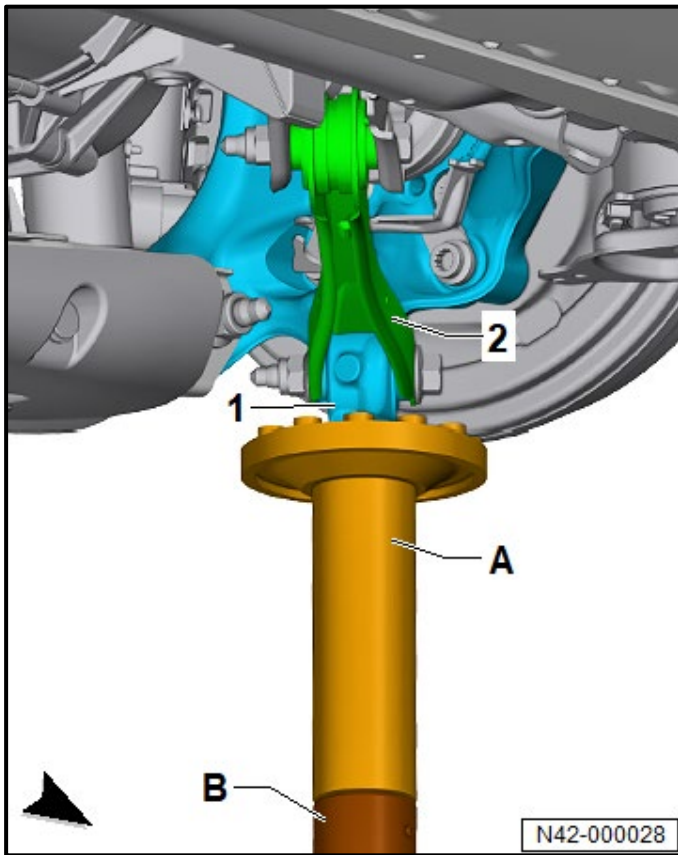
- Replace the driver side upper control arm nut <2> and bolt <4>.
- Torque the bolt to the following specification:
  - 70 Nm +180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 17 - Replace Driver Side Upper Control Arm Hardware



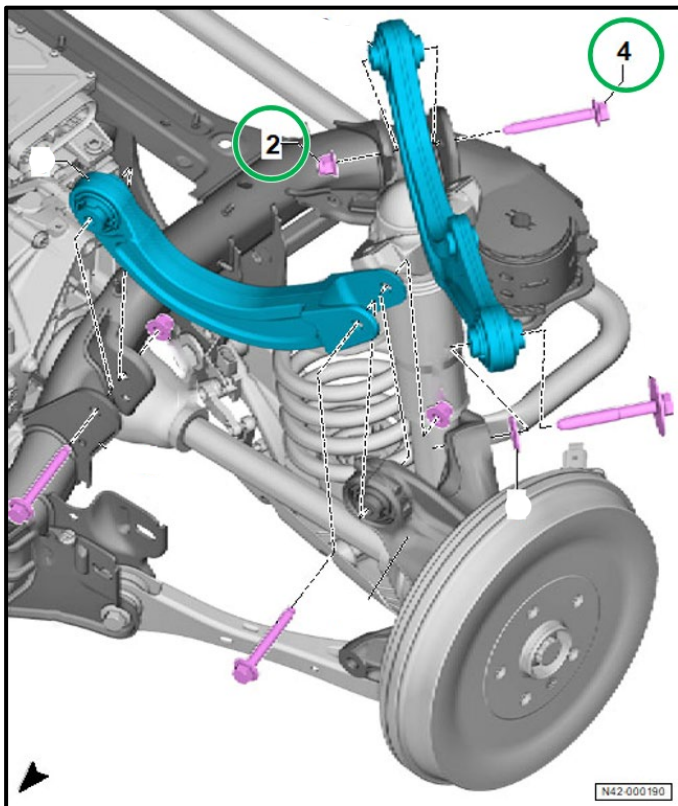
- Remove the driver rear wheel.
- Remove the rear underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Rear Underbody Trim Panel, Removing and Installing.*



**⚠ IMPORTANT!**

The upper control arms are not removed during this repair. Only the inboard upper control arm hardware is being replaced.

- Support the wheel bearing housing per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Upper Rear Control Arm, Removing and Installing.*



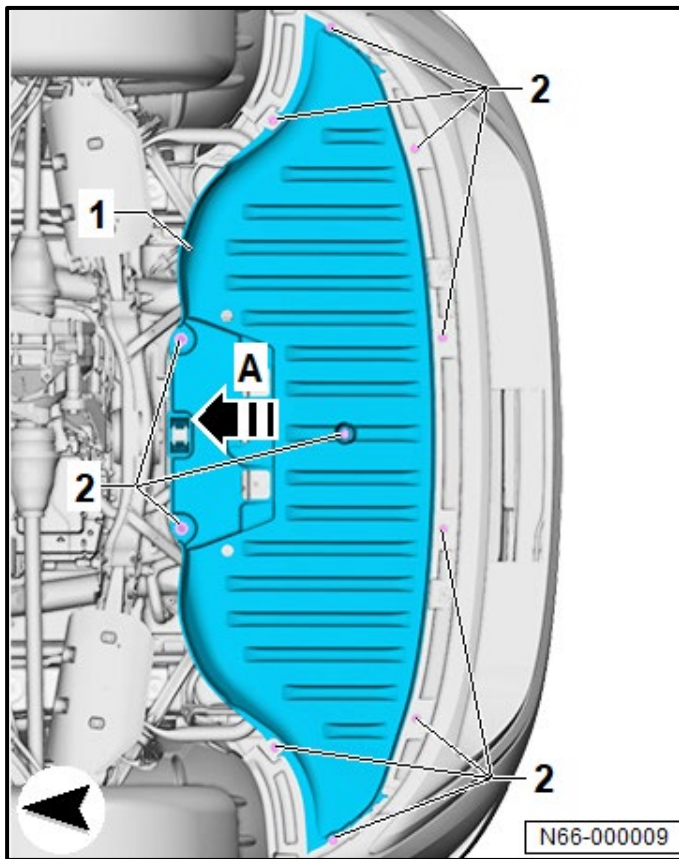
**ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

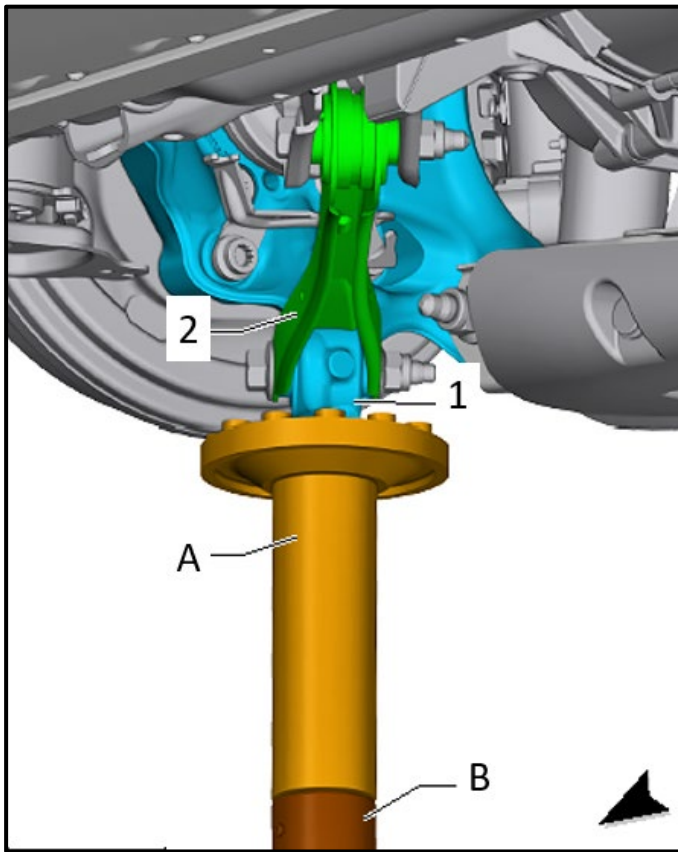
- Replace the driver side upper control arm nut <2> and bolt <4>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 18 - Replace Passenger Side Upper Control Arm Hardware



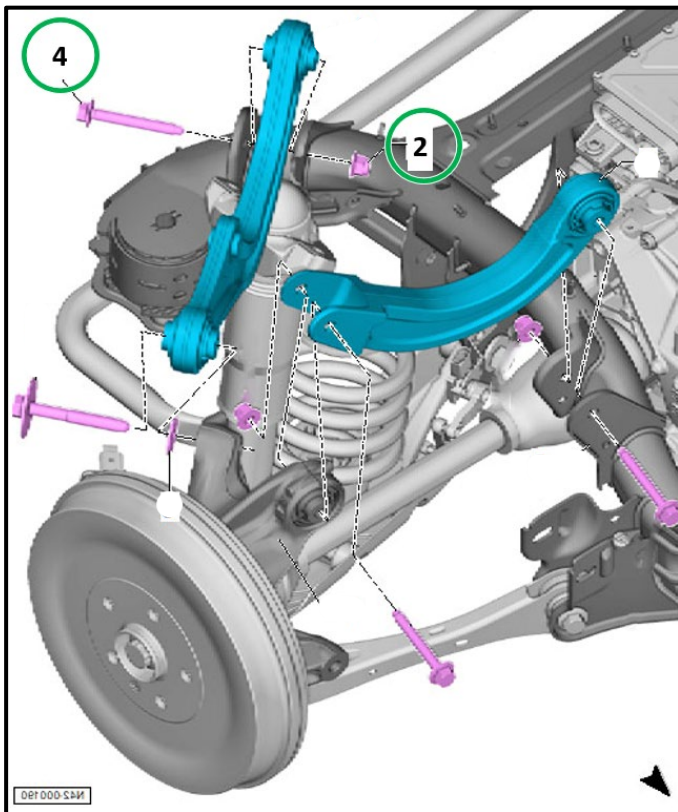
- Remove the passenger rear wheel.
- Remove the rear underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Rear Underbody Trim Panel, Removing and Installing.*



### ⚠ IMPORTANT!

The upper control arms are not removed during this repair. Only the inboard upper control arm hardware is being replaced.

- Support the wheel bearing housing per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Upper Rear Control Arm, Removing and Installing.*



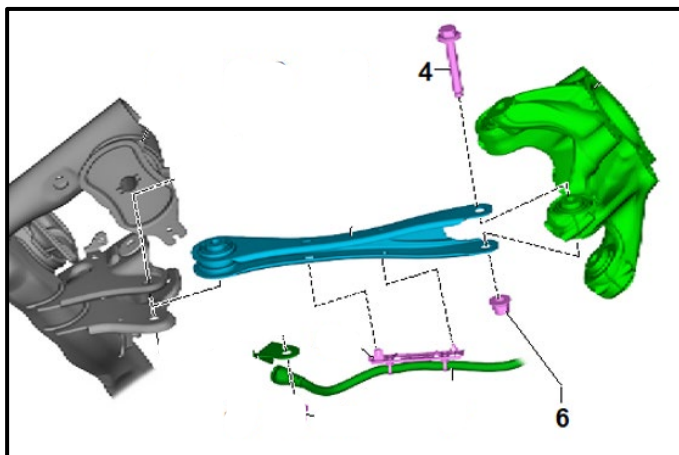
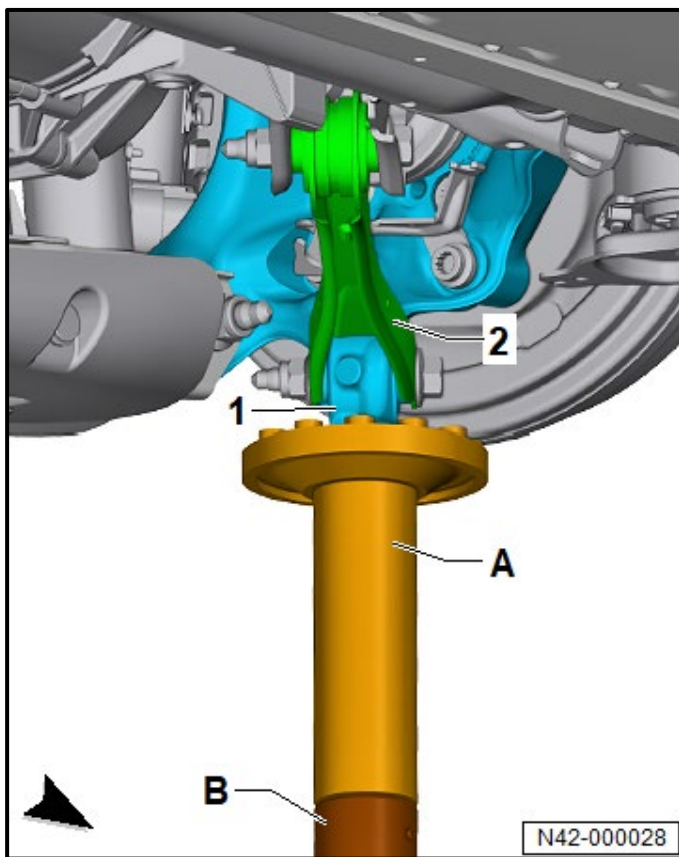
### ⓘ NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Replace the passenger side upper control arm nut <2> and bolt <4>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 19 - Replace Driver Rear Lower Control Arm Hardware



### **⚠ IMPORTANT!**

The lower control arms are not removed during this repair. Only the outboard lower control arm hardware is being replaced.

- Remove the driver rear wheel.
- Support the wheel bearing housing per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Lower Control Arm, Removing and Installing.*

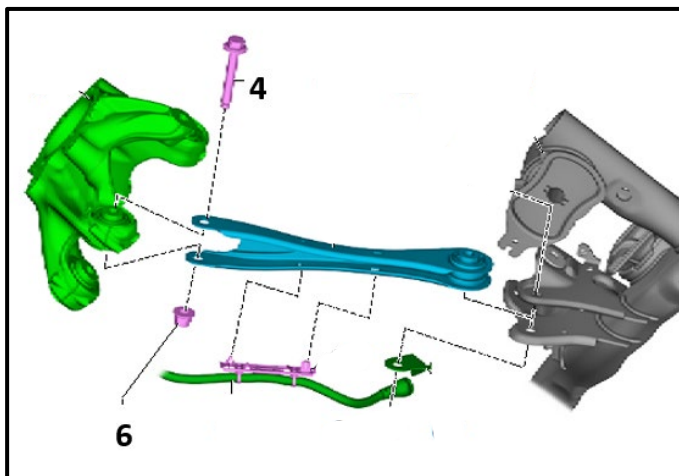
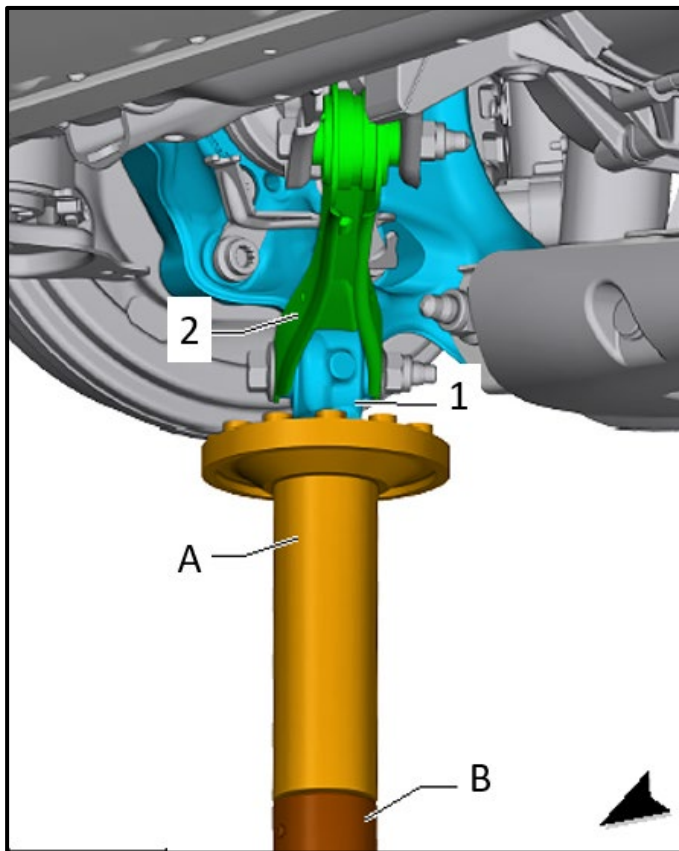
### **ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Replace the driver side lower control arm nut <6> and bolt <4>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 20 - Replace Passenger Rear Lower Control Arm Hardware



### **⚠ IMPORTANT!**

The lower control arms are not removed during this repair. Only the outboard lower control arm hardware is being replaced.

- Remove the passenger rear wheel.
- Support the wheel bearing housing per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Lower Control Arm, Removing and Installing.*

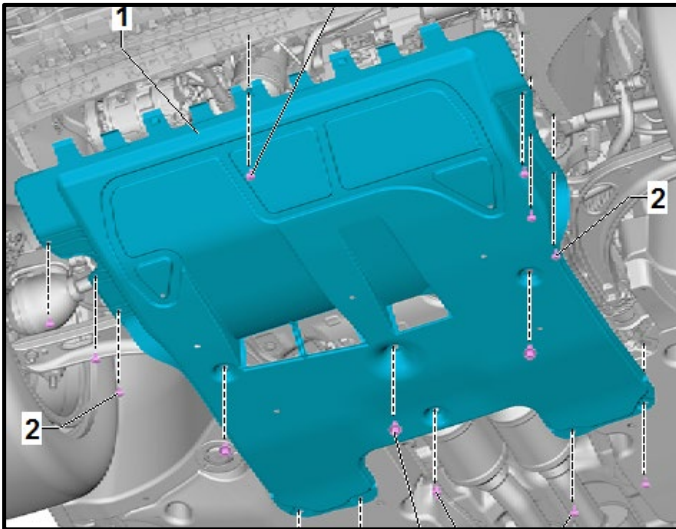
### **ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

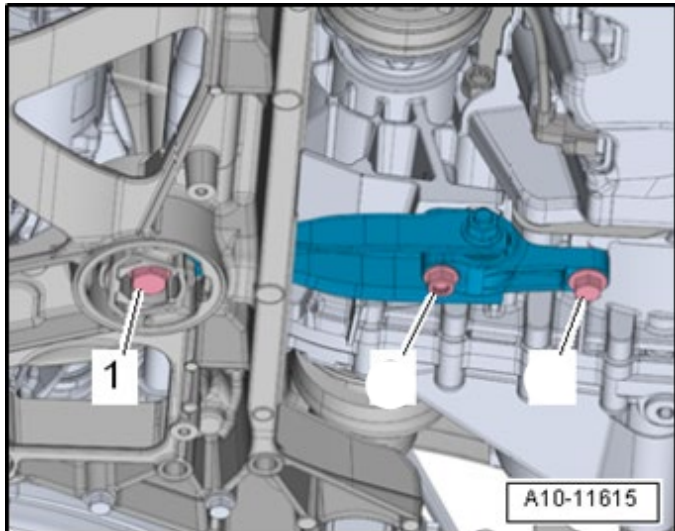
- Replace the passenger side lower control arm nut <6> and bolt <4>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 21 - Replace Pendulum Support Bolt



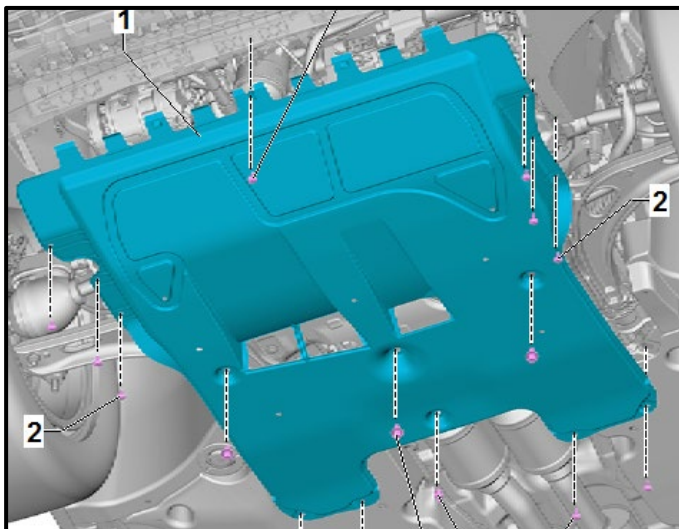
- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*



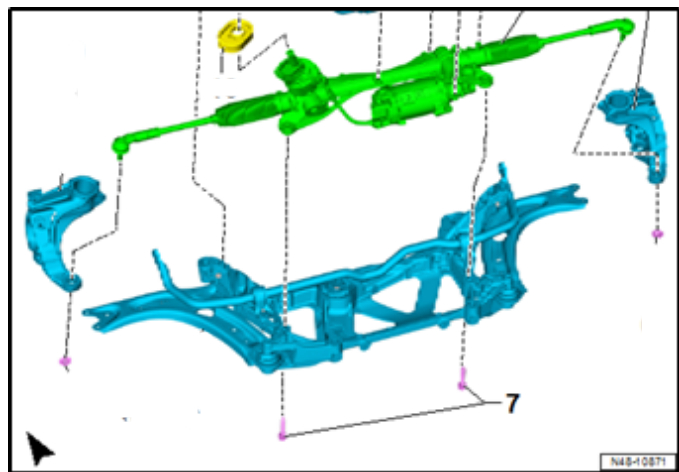
- Replace the pendulum support bolt <1>.
- Torque the bolt to the following specification:
  - 130 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 22 - Replace Steering Gear Mounting Bolts



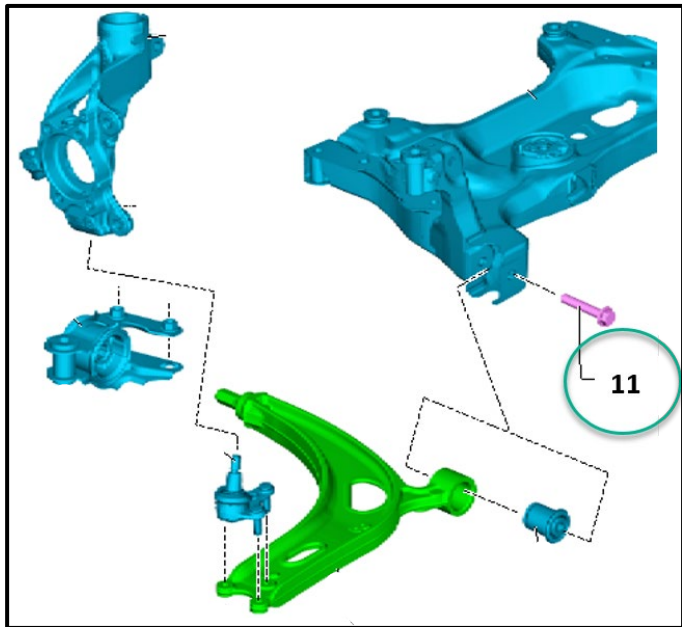
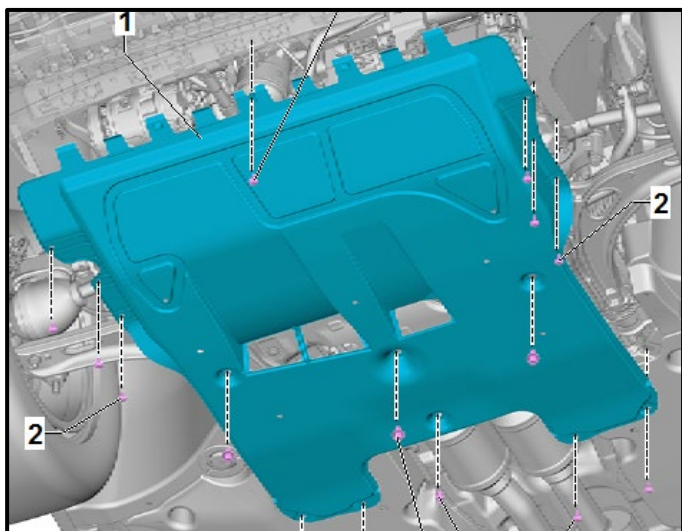
- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*



- Replace both steering gear bolts <7>, one at a time.
- Torque the bolts to the following specification:
  - 70 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 24 - Replace Passenger Front Lower Control Arm Bolt



### NOTE

Driver side control arm shown in these instructions. Repair of the passenger side is similar.

- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*

### NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

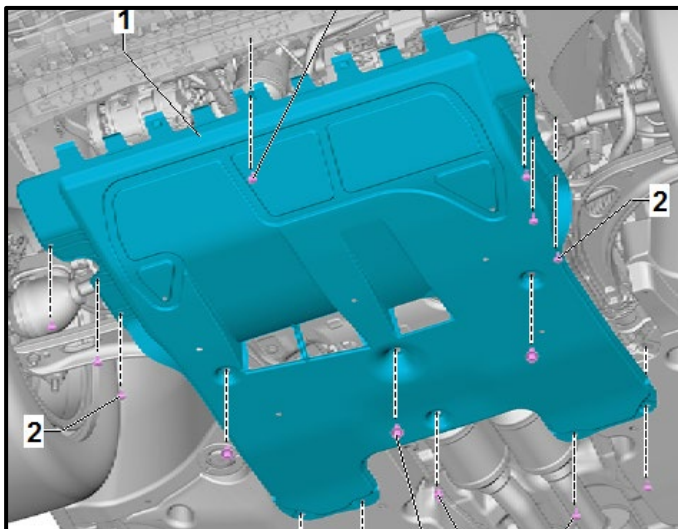
- Replace the passenger side lower control arm bolt <11>.
- Torque the bolt to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### NOTE

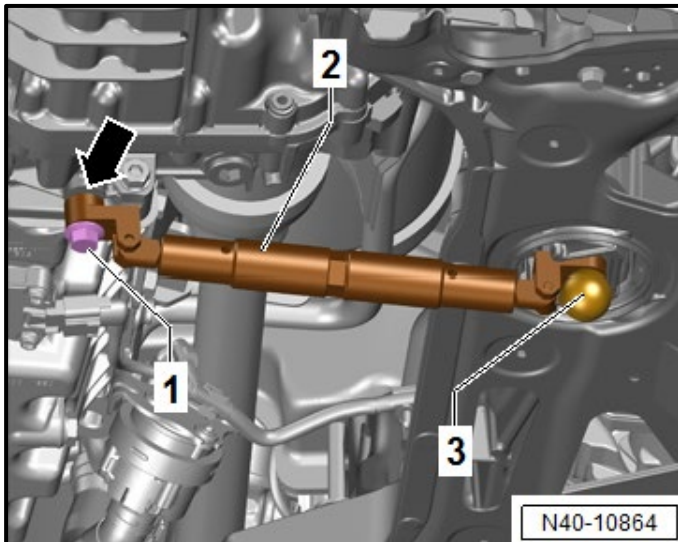
An axle alignment is not required after replacement of this bolt.

**Proceed to Section C**

## Criteria 25 - Replace Driver Front Lower Control Arm Bolt



- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*



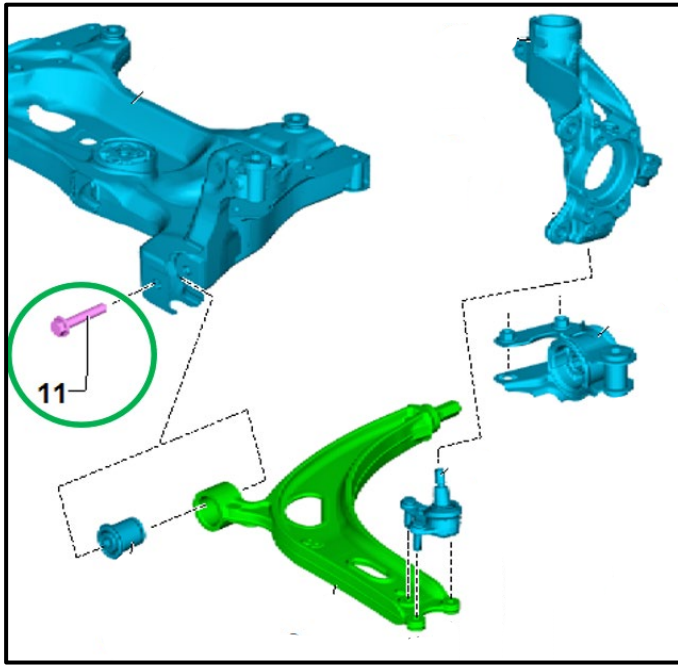
### **⚠ IMPORTANT!**

The lower control arm is not removed during this repair. Only the lower control arm bolt is being replaced.

### **! NOTE**

Installation of the engine support -T10533- <2> is required to provide enough room to allow for the removal of the driver side lower control arm bolt.

- Refer to the ELSA repair manual for information about installing the support:
  - *Repair manual > Chassis > Brake System > 40 Front Suspension > Lower Control Arm and Ball Joint > Lower Control Arm, Removing and Installing.*



**NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

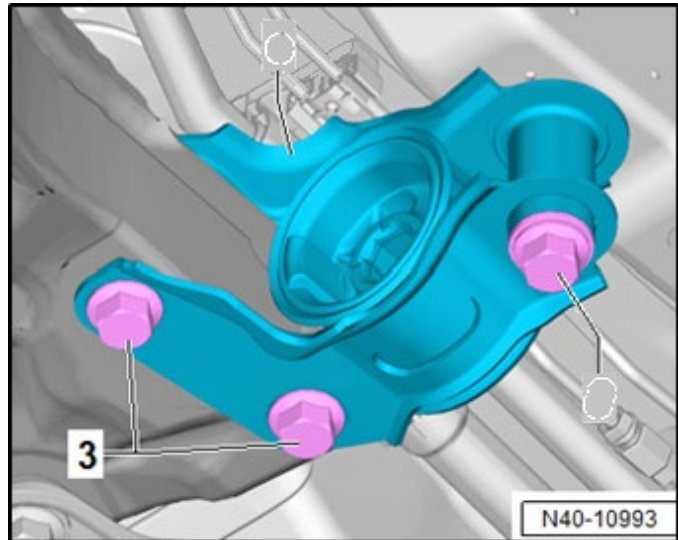
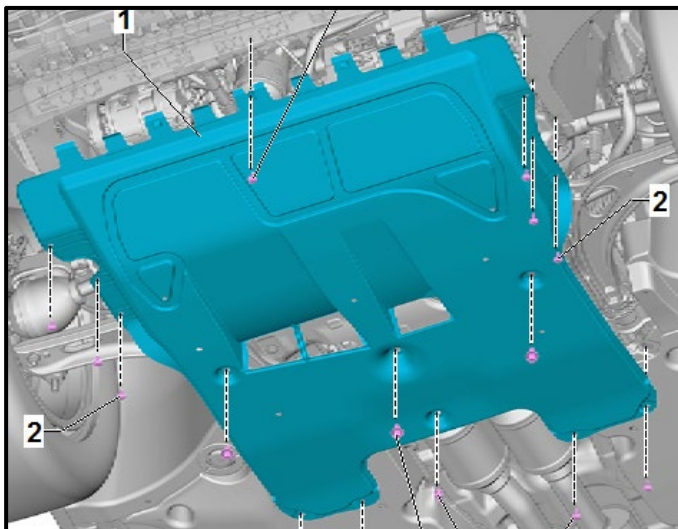
- Replace the driver side lower control arm bolt <11>.
- Torque the bolt to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**NOTE**

An axle alignment is not required after the replacement of this bolt.

**Proceed to Section C**

## Criteria 26 - Replace Driver Side Lower Control Arm Support Bracket Bolts



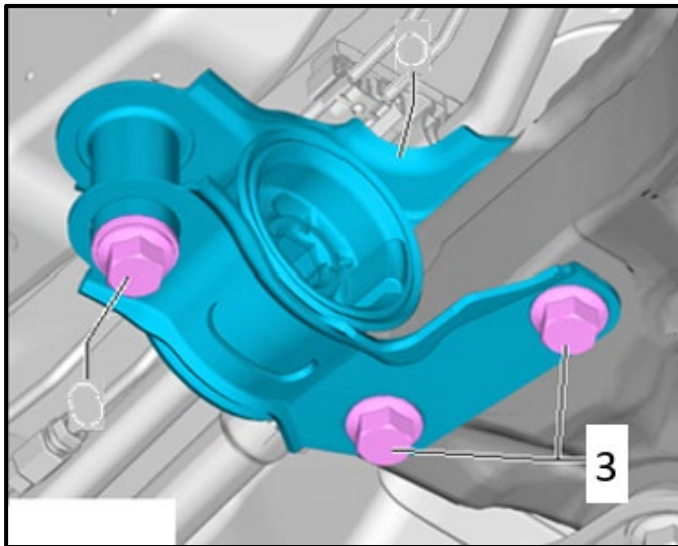
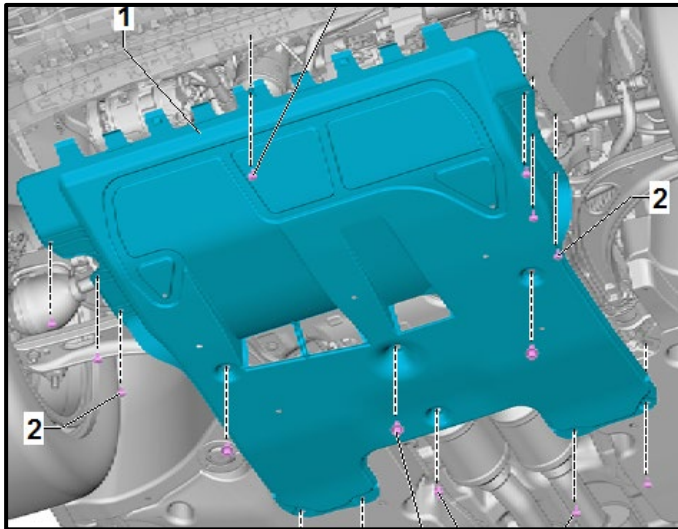
- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*
- Replace driver side lower control arm support bracket bolts <3>, one at a time.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### ! NOTE

An axle alignment is not required after replacement of these bolts.

**Proceed to Section C**

## Criteria 27 - Replace Passenger Side Lower Control Arm Support Bracket Bolts



### NOTE

Driver side control arm bracket is shown in these instructions. Repair of the passenger side is similar.

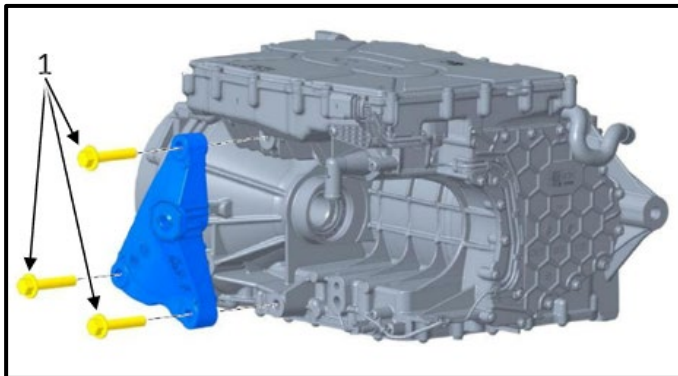
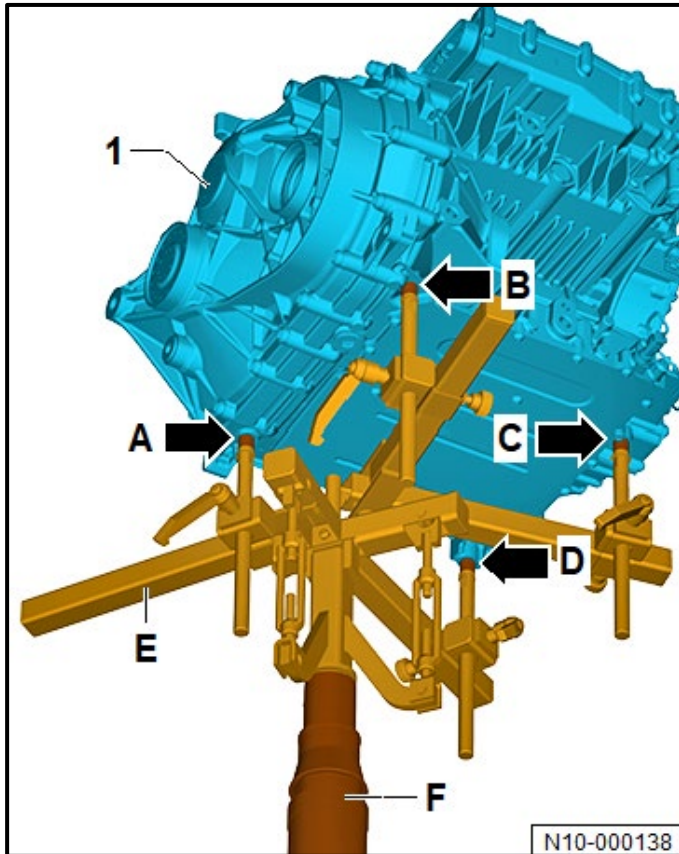
- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*
- Replace passenger side lower control arm support bracket bolts <3>, one at a time.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

### NOTE

An axle alignment is not required after replacement of these bolts.

**Proceed to Section C**

## Criteria 28 - Replace Rear Drive Motor Bracket Bolts

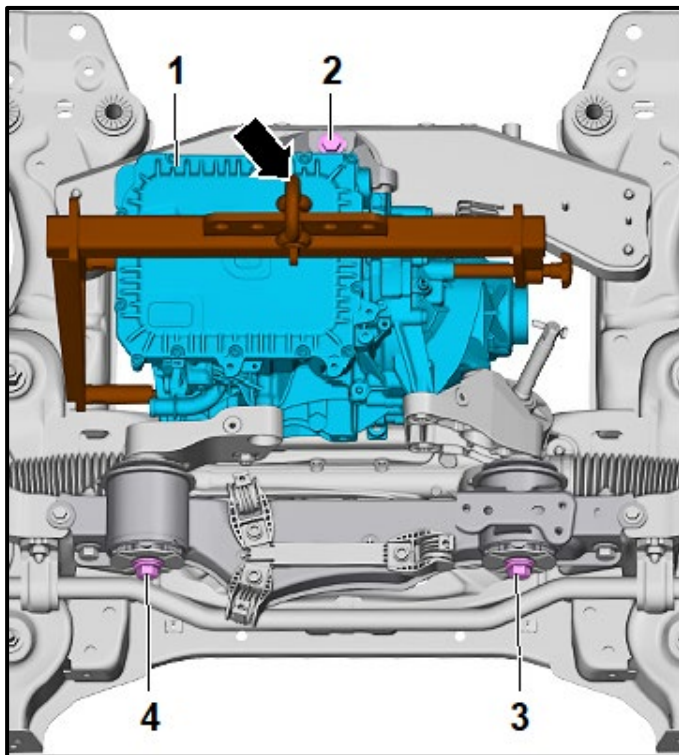


- Remove the rear drive motor per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Rear Motor, Removing and Installing, EQ550.*

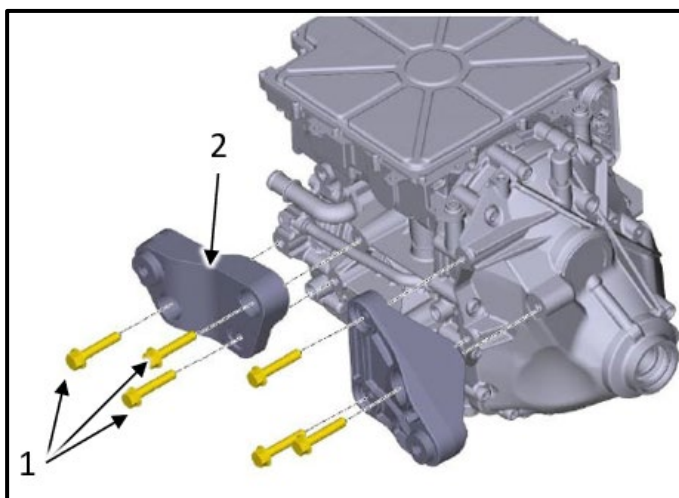
- Replace the bolts <1>.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 29 - Replace Passenger Side Front Drive Motor Bracket and Hardware



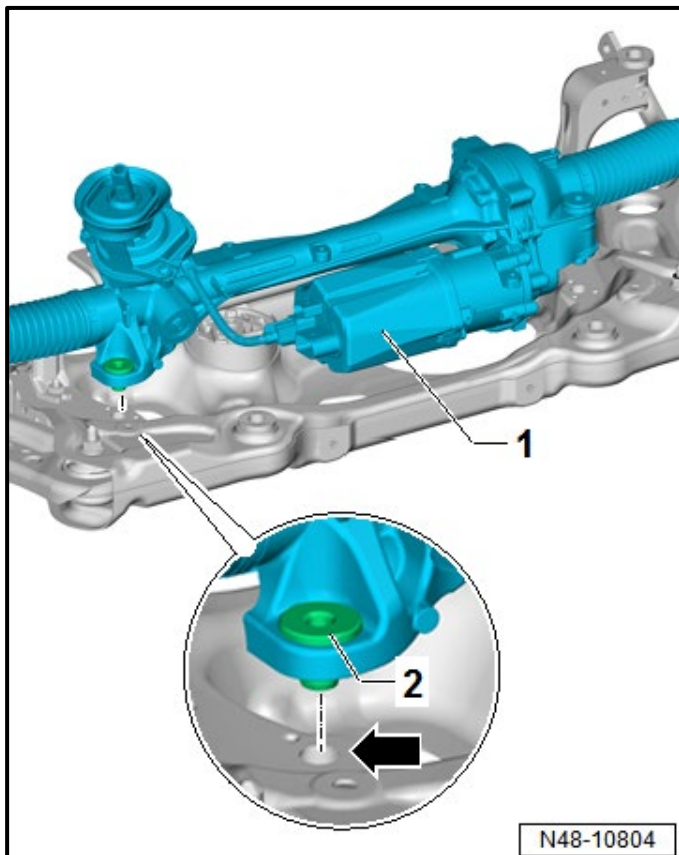
- Remove the front motor from the sub frame per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Front Motor, Removing and Installing > Front Motor, Removing, LHD.*



- Remove the bolts <1>.
- Replace the bracket <2>.
- Replace the bolts <1>.
- Torque the bolts <1> to the following specification:
  - 50 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

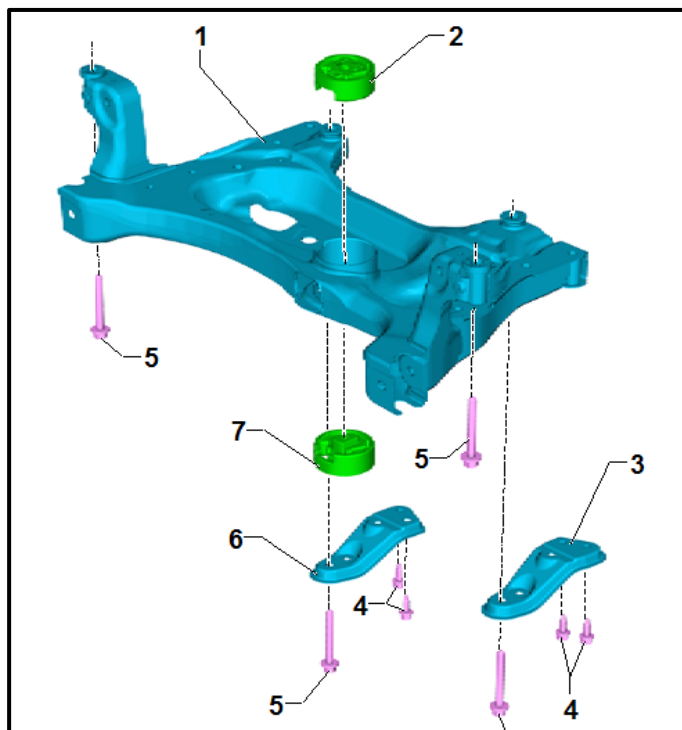
## Criteria 30 – Replace Steering Gear Threaded Bushings



- Replace left and right steering rack threaded bushings <2> per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 48 Steering > Steering Gear > Steering Gear, Servicing > Threaded Bushing, Removing and Installing.*
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 31 - Replace Front Subframe



### CRITICAL REPAIR STEP

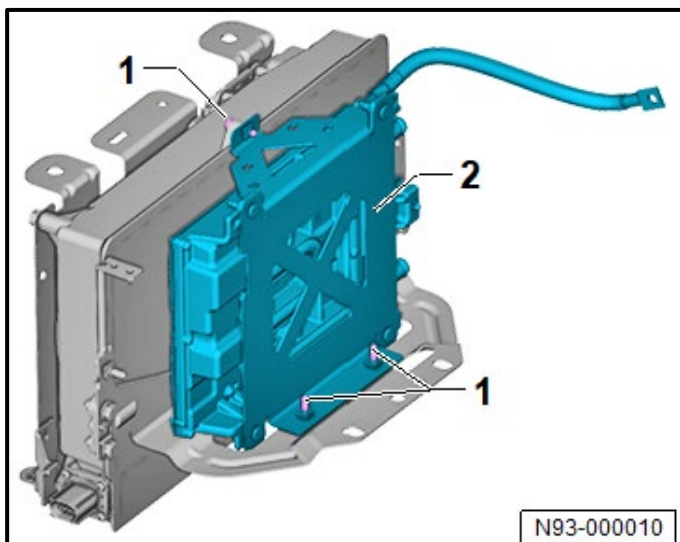
 **STOP!** 

The new subframe does not come with the pendulum rubber mounts <2> and <7> installed. Ensure these mounts are installed prior to installing the new subframe.

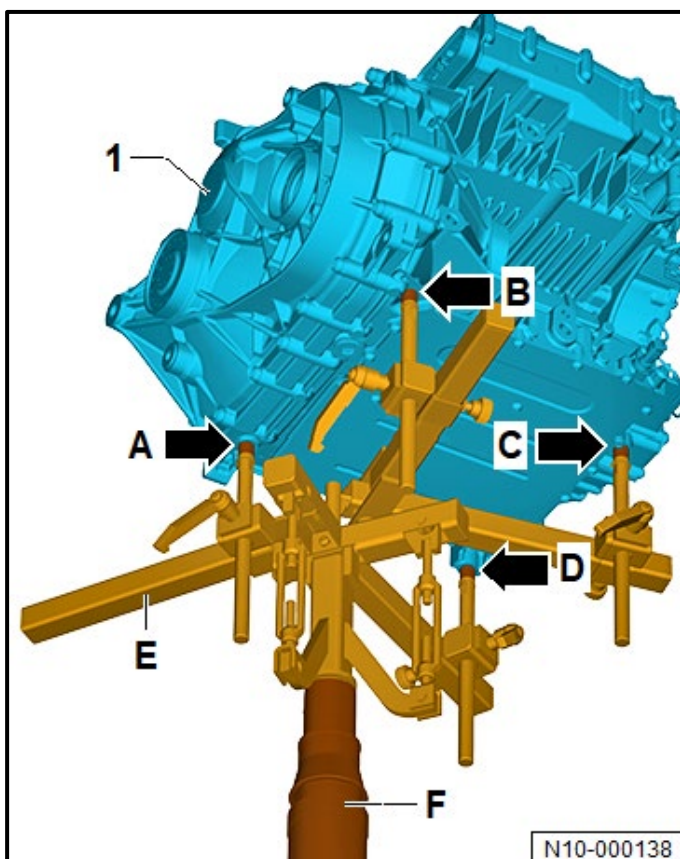
- Install the new pendulum support mounts <2> and <7> per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Subframe > Subframe, Servicing.*
- Replace the front subframe <1> per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Subframe.*
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 32 - Replace Rear Drive Motor Mounting Bolts



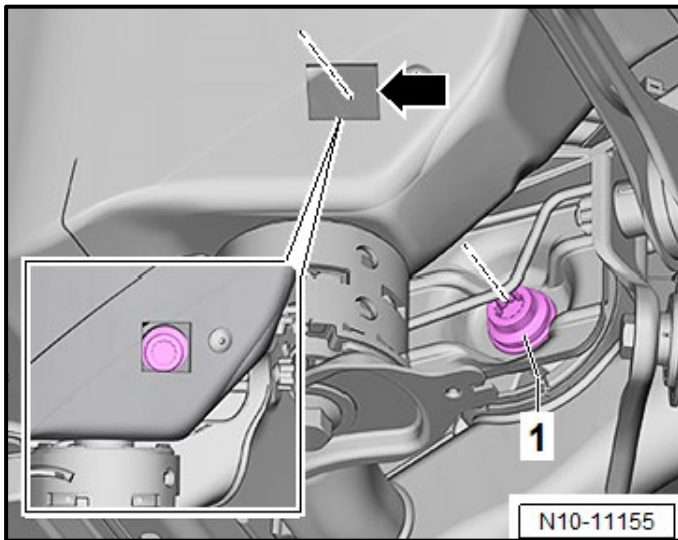
- Remove the high voltage charger assembly, AX4, per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 93 Electric drive > High-Voltage Battery Charger > High-Voltage Battery Charger 1 AX4, Removing and Installing, AWD.*



### **⚠ IMPORTANT!**

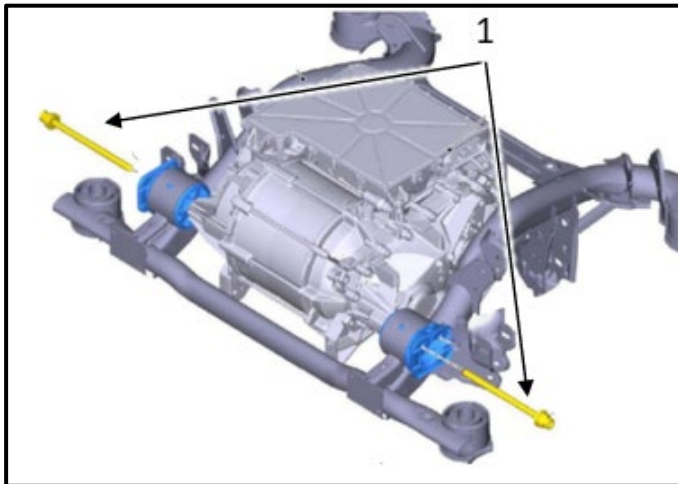
The rear drive motor and other components associated with removal of the rear drive motor do not require removal during this repair. Only remove components as needed to access the rear drive motor mounting bolts.

- Support, but do not remove, the rear drive as per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Rear Motor, Removing and Installing, EQ310 > Rear Motor, Removing.*

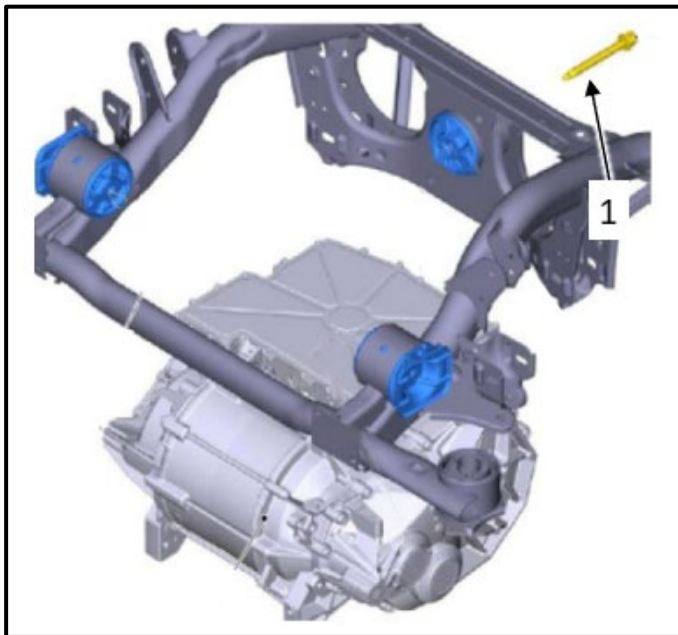


**NOTE**

The mounting bolts <1> on both sides of the rear drive motor can be accessed through cut outs <arrow> in the body that are behind the rear wheel well covers. This information can also be found in the ELSA repair manual.



- Replace the rear motor mounting bolts <1>, one at a time.
- Torque the bolts to the following specification:
  - 130 Nm + 180°.



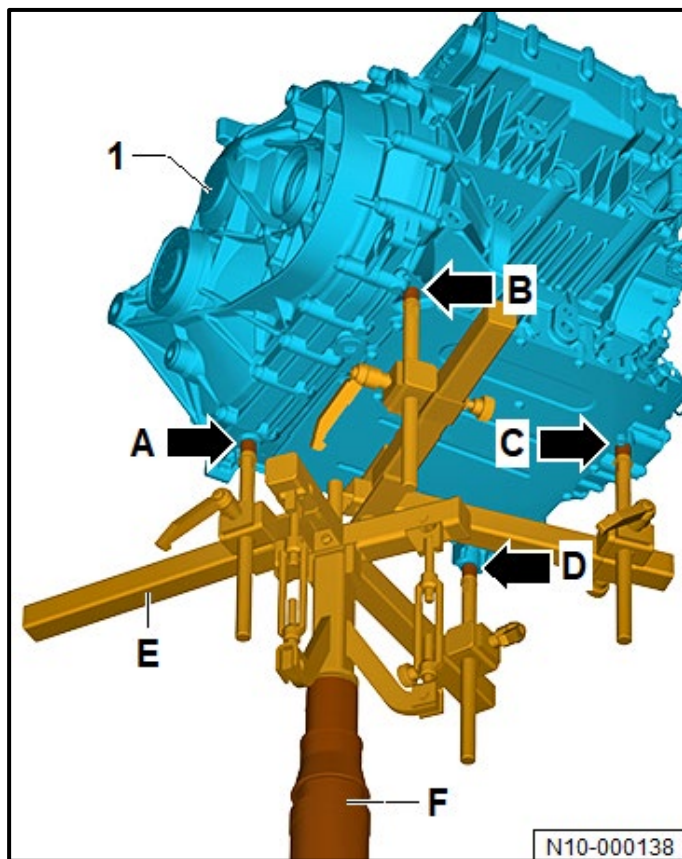
**NOTE**

The photo shows the rear drive motor removed. Removal of the drive motor is not required to replace the mounting bolt <1>.

- Replace the rear motor mounting bolt <1>.
- Torque the bolt to the following specification:
  - 130 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

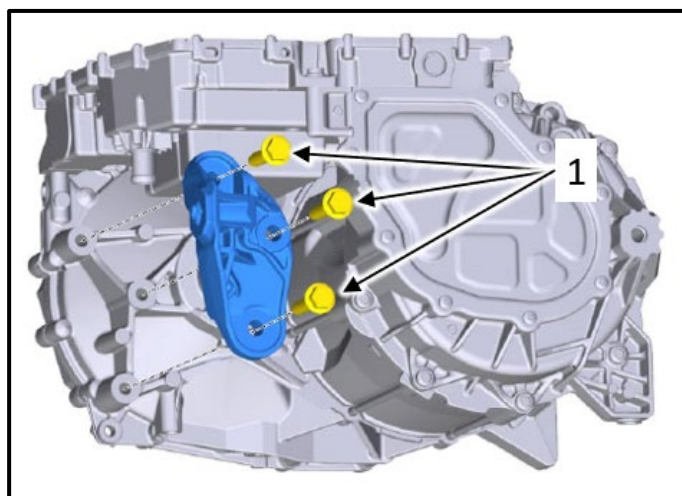
## Criteria 33 - Replace Rear Drive Motor Mounting Bracket Bolts



### **⚠ IMPORTANT!**

The rear drive motor and other components associated with removal of the rear drive motor do not require removal during this repair. Only remove components as needed to access the rear drive motor bracket mounting bolts.

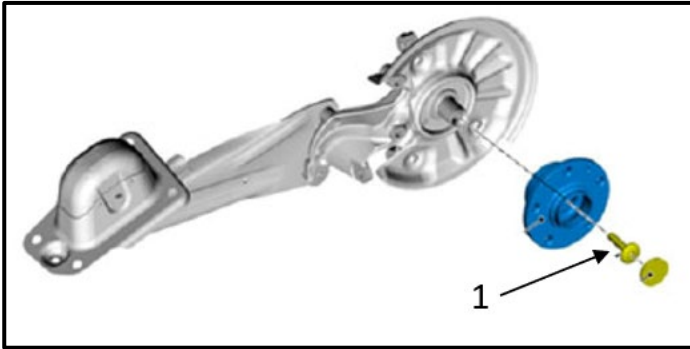
- Support, but do not remove, the rear drive as per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Rear Motor, Removing and Installing, EQ310 > Rear Motor, Removing.*



- Replace the rear drive motor mounting bracket bolts <1>, one at a time.
- Torque the bolt to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

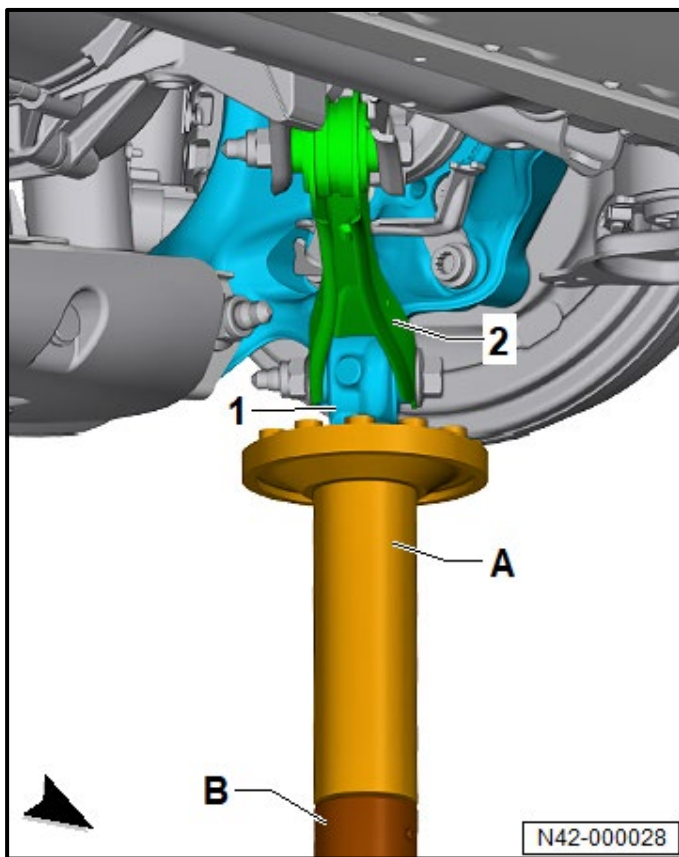
## Criteria 34 - Replace Driver Rear Axle Bolt



- Replace the driver rear axle bolt <1> per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Drive Axle > Drive Axle Threaded Connection, Loosening and Tightening.*
  - Follow the tightening sequence listed in the repair manual.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

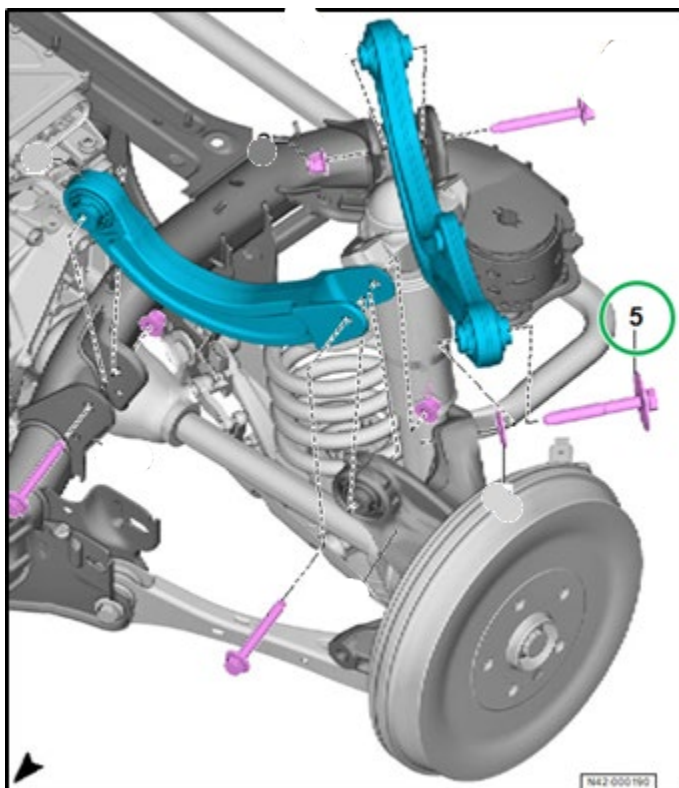
## Criteria 35 - Replace Driver Side Upper Control Arm Hardware



### **⚠ IMPORTANT!**

The upper control arms are not removed during this repair. Only the outboard upper control arm hardware is being replaced.

- Remove the driver rear wheel.
- Support the wheel bearing housing per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Upper Rear Control Arm, Removing and Installing.*



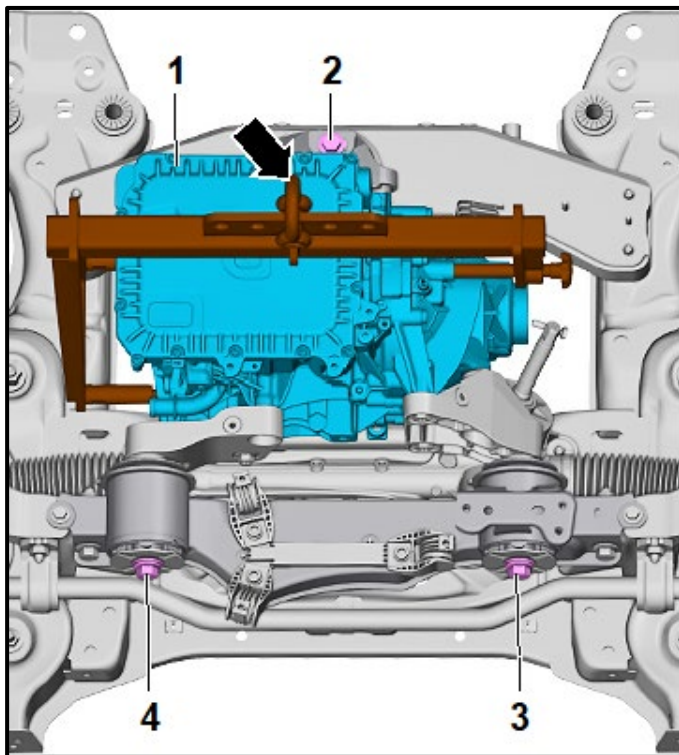
### **ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

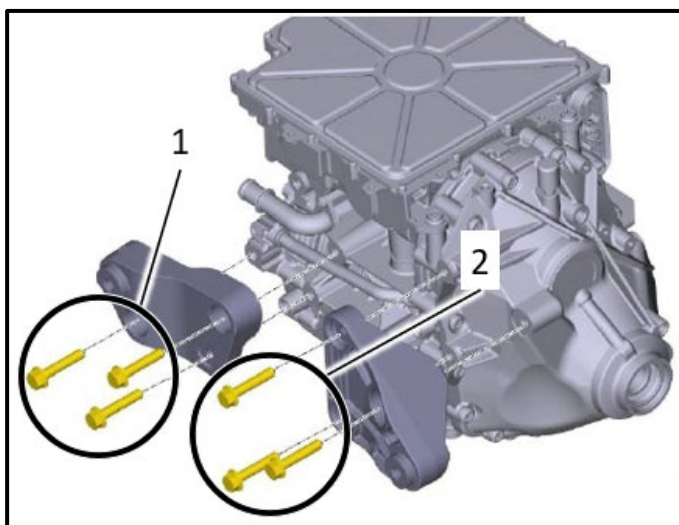
- Replace the driver side upper control arm bolt <5>.
- Torque the bolt to the following specification:
  - 70 Nm +180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 36 - Replace Front Drive Motor Mounting Bracket Bolts



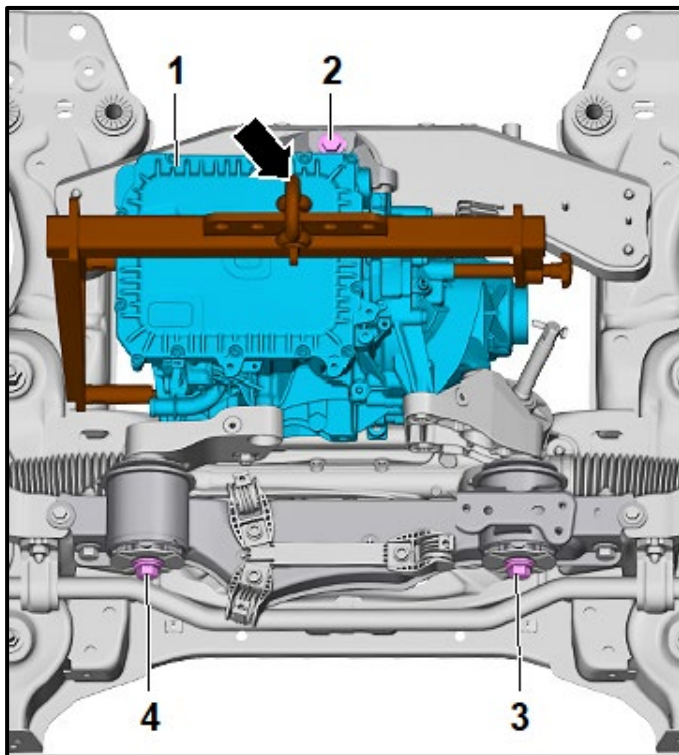
- Remove the front motor from the sub frame per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Front Motor, Removing and Installing > Front Motor, Removing, LHD.*



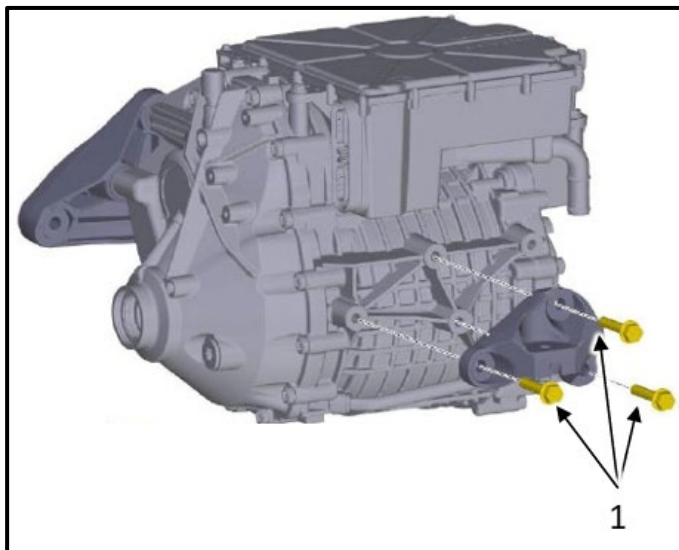
- Replace all bolts <1> and <2>.
- Torque the bolt to the following specification:
  - 50 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 37 - Replace Front Drive Motor Transmission Mounting Bracket Bolts



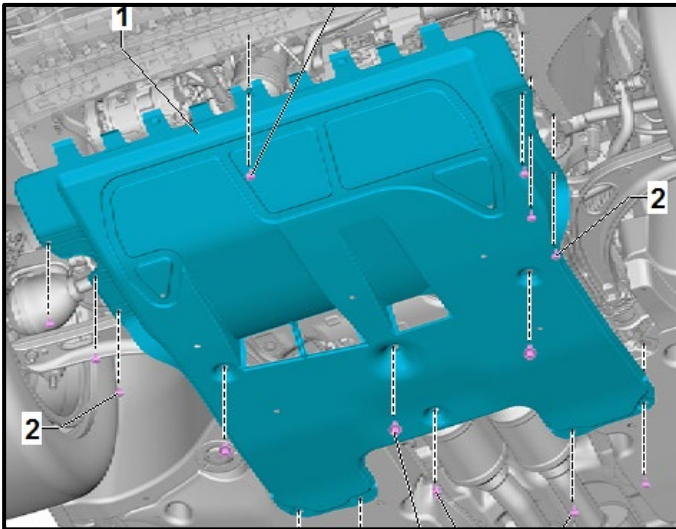
- Remove the front motor from the sub frame per the ELSA repair manual:
  - *Repair manual > Motor > Electric Drive EQ310, EQ150, EQ550 > 10 Engine Assembly > Front Motor, Removing and Installing > Front Motor, Removing, LHD.*



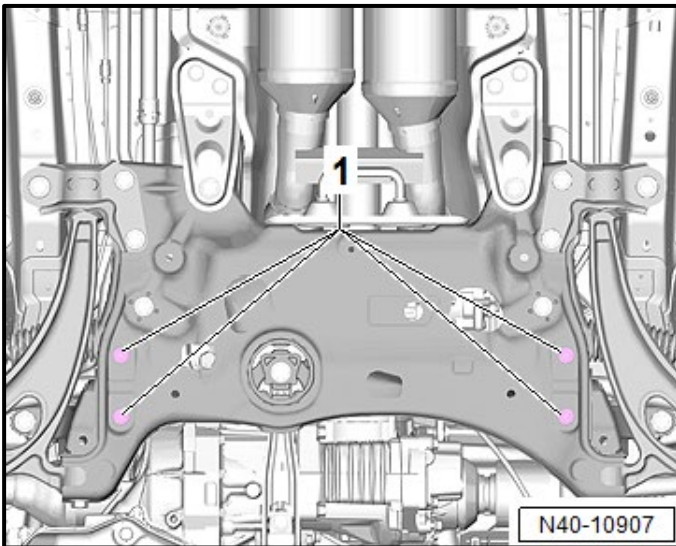
- Replace the bolts <1>.
- Torque the bolt to the following specification:
  - 50 Nm + 90° angle torque.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 38 – Replace Front Sway Bar Mounting Bolts



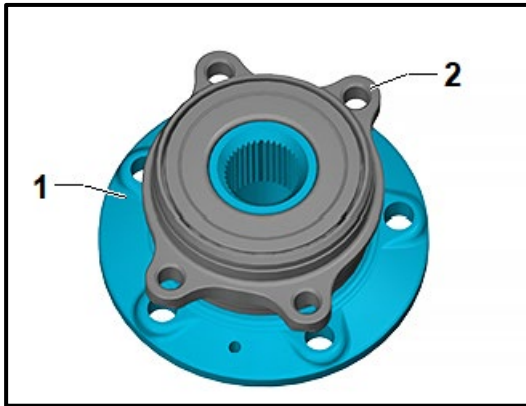
- Remove the front underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior > 66 Exterior Equipment > Noise Insulation > Overview - Noise Insulation.*



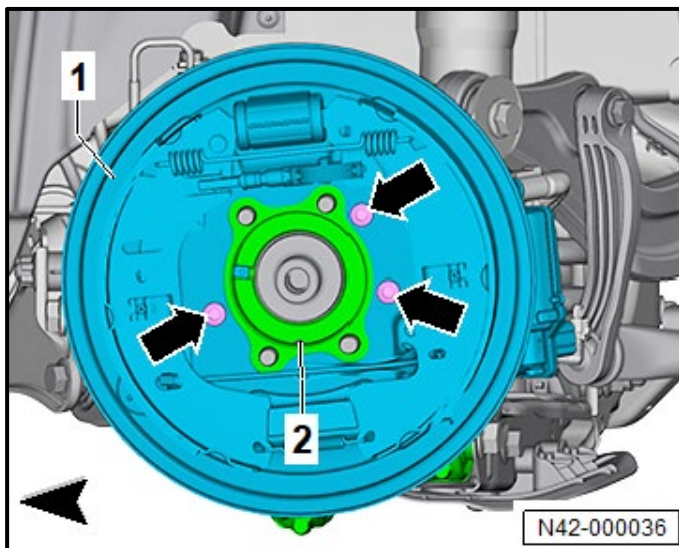
- Replace the sway bar mounting bolts <1>:
- Torque the bolt to the following specification:
  - 50 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 39 - Replace Driver Rear Brake Carrier Bolts



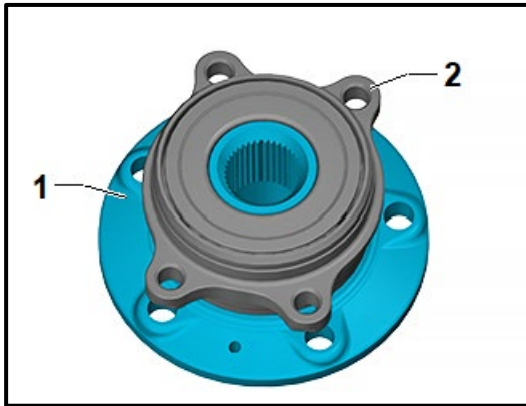
- Remove the driver rear wheel bearing assembly per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Wheel Bearing and Trailing Arm > Wheel Bearing and Trailing Arm.*



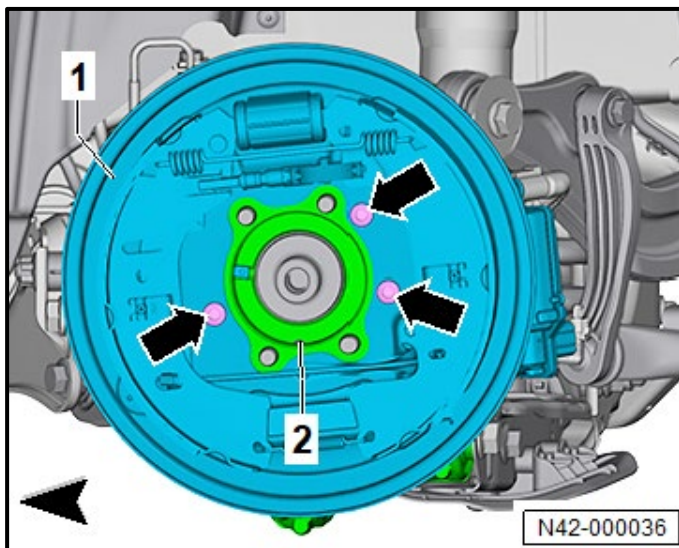
- Remove the driver rear brake carrier bolts <arrows>.
- Clean threads in the wheel bearing housing where the brake carrier bolts were removed from <arrows>.
- Install new bolts.
- Torque the bolt to the following specification:
  - 20 Nm + 45°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 40 - Replace Passenger Rear Brake Carrier Bolts



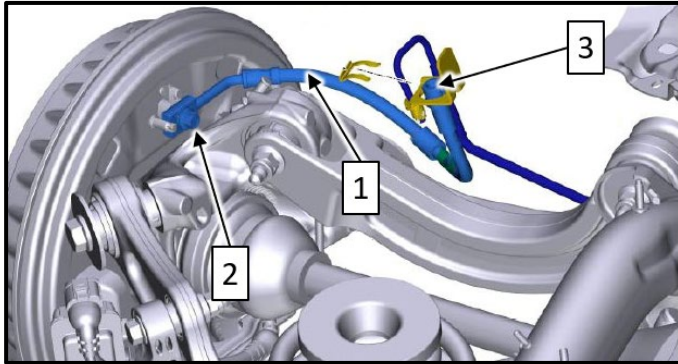
- Remove the passenger rear wheel bearing assembly per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Wheel Bearing and Trailing Arm > Wheel Bearing and Trailing Arm.*



- Remove the passenger rear brake carrier bolts <arrows>.
- Clean threads in the wheel bearing housing where the brake carrier bolts were removed from <arrows>.
- Install new bolts.
- Torque the bolt to the following specification:
  - 20 Nm + 45°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

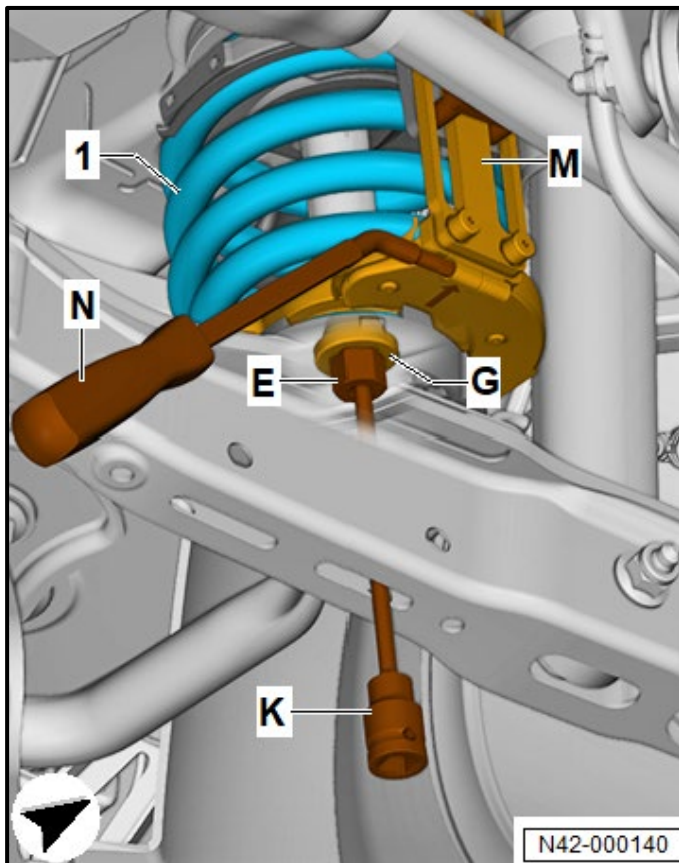
## Criteria 41 – Replace Both Rear Flexible Brake Hoses



- Remove both rear wheels.
- Replace the driver and passenger rear flexible brake hoses <1>.
- Torque the banjo bolt <2> to 60 Nm.
- Torque the flexible hose connection <3> to 14 Nm.
- Bleed the brake system per the ELSA repair manual:
  - *Repair manual > Chassis > Brake System (North America) > 47 Hydraulic Components > Hydraulic System > Hydraulic System, Bleeding.*
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

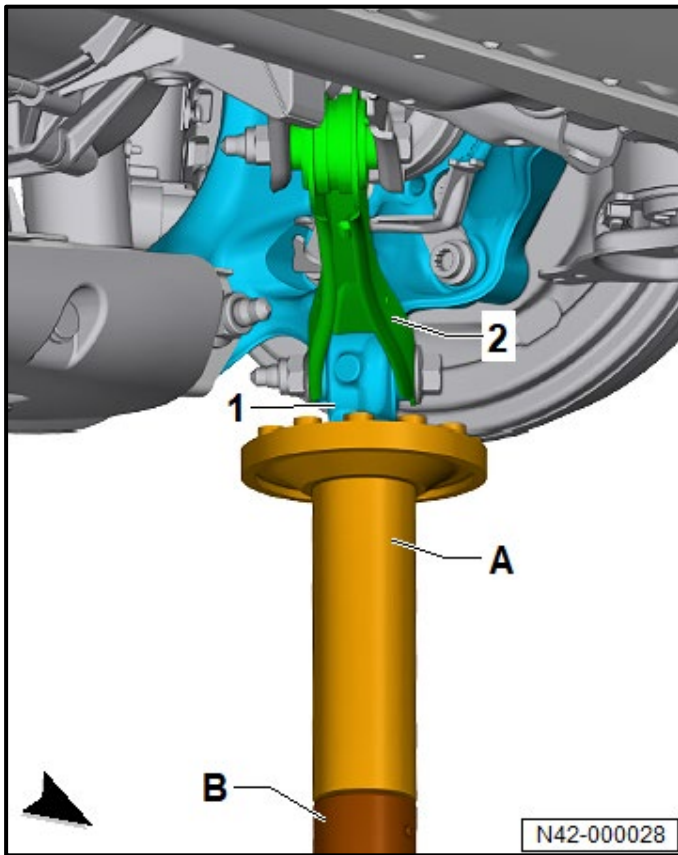
## Criteria 42 - Replace Driver and Passenger Rear Spring Link Hardware



### NOTE

Driver side control arm shown in these instructions. Repair of the passenger side is similar.

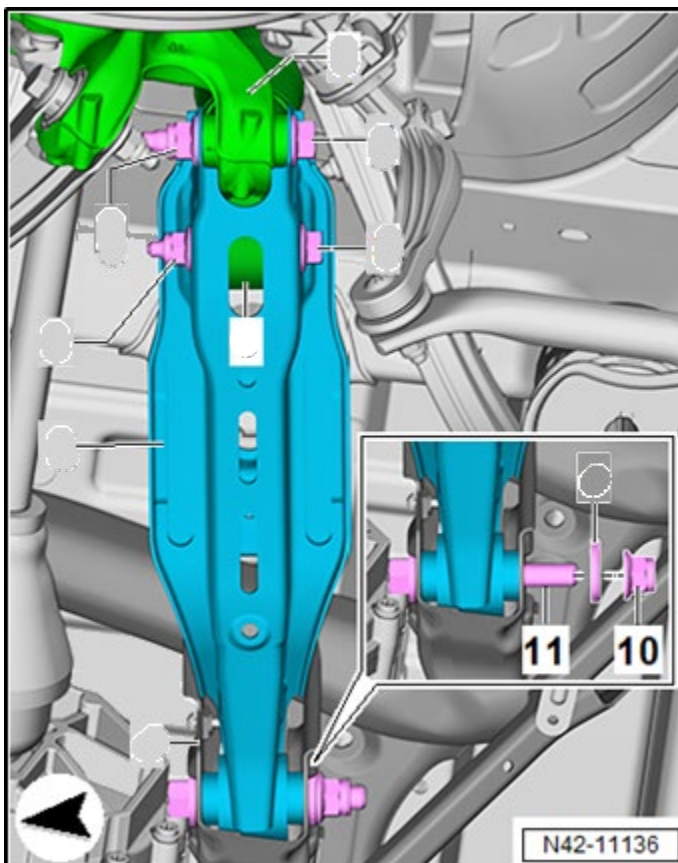
- Remove the driver and passenger rear coil spring per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Suspension Strut, Shock Absorber, Spring > Spring, Removing and Installing.*



**⚠ IMPORTANT!**

The lower control arms are not removed during this repair. Only the inboard spring link hardware is being replaced.

- Support the wheel bearing housings per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Spring Link, Removing and Installing.*



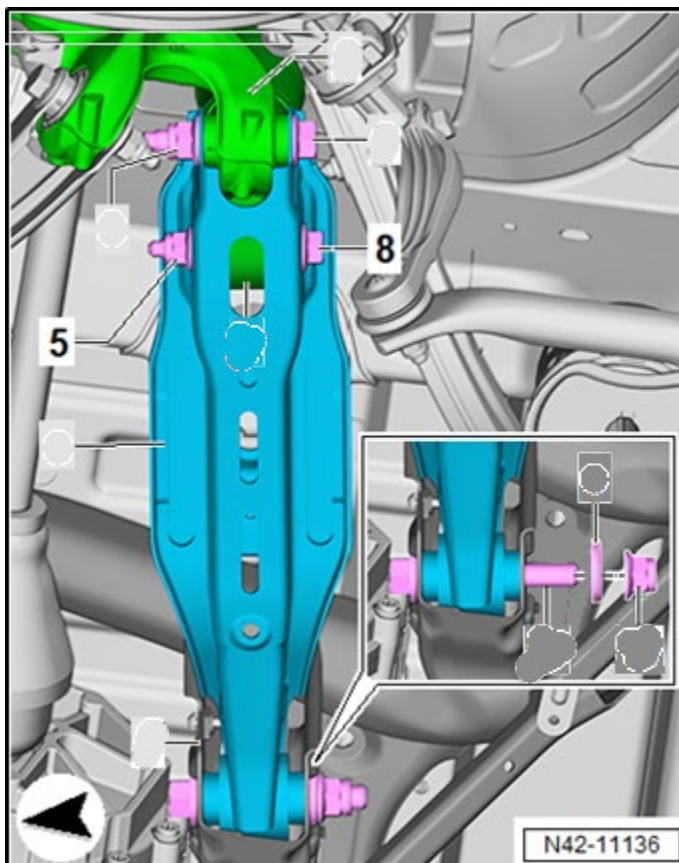
**ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Remove and replace the driver and passenger rear spring link nut <10> and bolt <11>.
- Torque to the following specification:
  - 190 Nm.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 43 - Replace Driver and Passenger Rear Shock Mounting Bolts



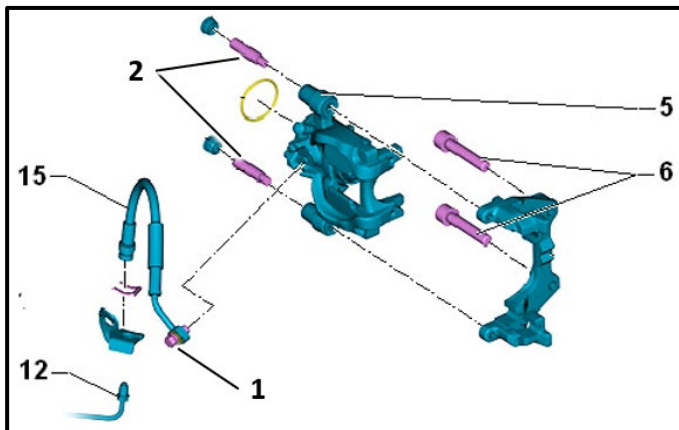
### NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Remove both rear wheels.
- Secure the vehicle to the lift per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Rear axle > Vehicle, Securing to Hoist Lifting Arms.*
- Remove and replace the driver and passenger rear shock nut <5> and bolt <8>.
- Torque to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

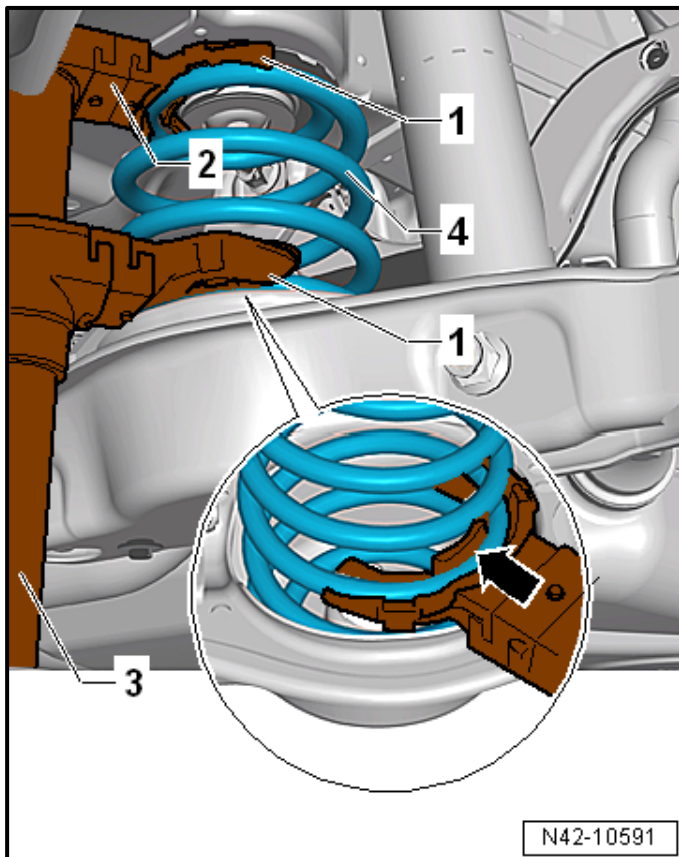
## Criteria 44 - Replace Driver Rear Brake Caliper, Flexible Hose, and Hardware



- Remove the driver rear brake caliper <5> per the ELSA repair manual:
  - *Repair manual > Chassis > Brake System > 46 Mechanical Components > Rear Brakes > Brake Caliper, Removing and Installing.*
- Replace the brake caliper carrier bolts <6>.
- Torque the bolts <6> to the following specification:
  - 90 Nm + 90°.
- Replace the driver rear brake caliper per the ELSA repair manual:
  - *Repair manual > Chassis > Brake System > 46 Mechanical Components > Rear Brakes > Brake Caliper, Removing and Installing.*
- Torque the caliper guide pins <2> to the following specification:
  - 35 Nm.
- Replace the driver rear flexible brake hose <15>.
- Torque the banjo bolt <1> to the following specification:
  - 35 Nm
- Torque the brake line connection <12> to the following specification:
  - 14 Nm
- Bleed the brake system per the ELSA repair manual:
  - *Repair manual > Chassis > Brake System > 47 Hydraulic Components > Hydraulic System > Hydraulic System, Bleeding.*
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 45 - Replace Driver and Passenger Rear Transverse Link Hardware



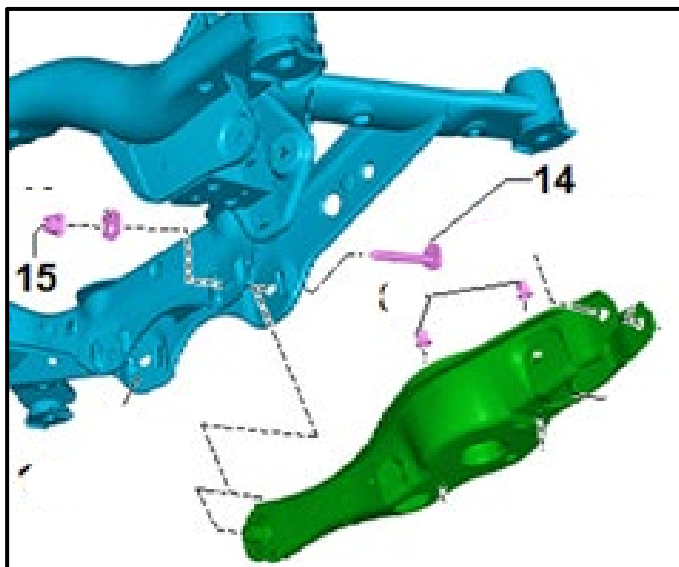
### NOTE

Driver side control arm shown in these instructions. Repair of the passenger side is similar.

### IMPORTANT!

The lower control arms are not removed during this repair. Only the inboard transverse link hardware is being replaced.

- Remove the driver and passenger rear coil spring per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Suspension Strut, Shock Absorber, Spring > Spring, Removing and Installing.*



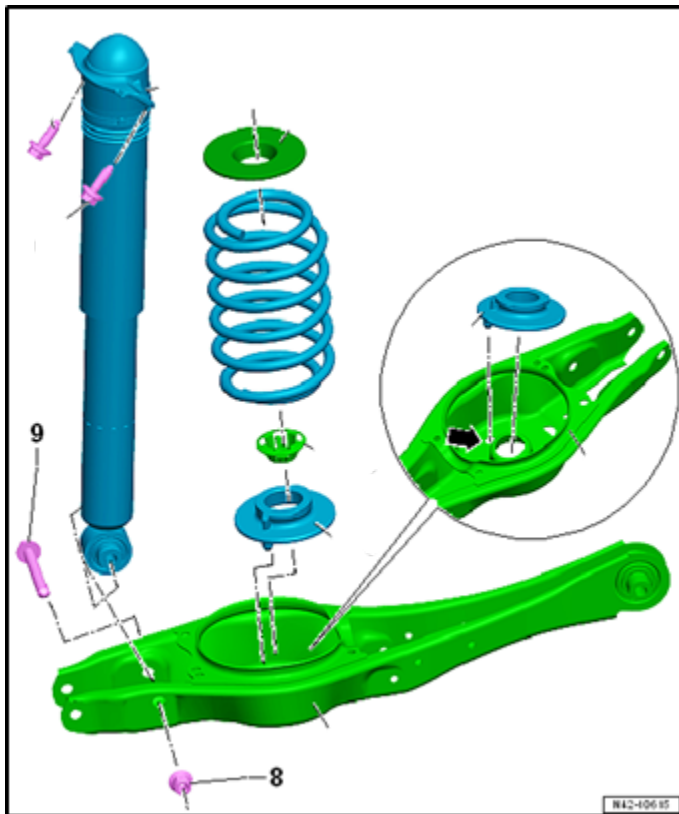
### NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Remove and replace the driver and passenger rear transverse link nut <15> and bolt <14>.
- Torque to the following specification:
  - 95 Nm.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Criteria 46 - Replace Driver Rear Shock Mounting Bolts



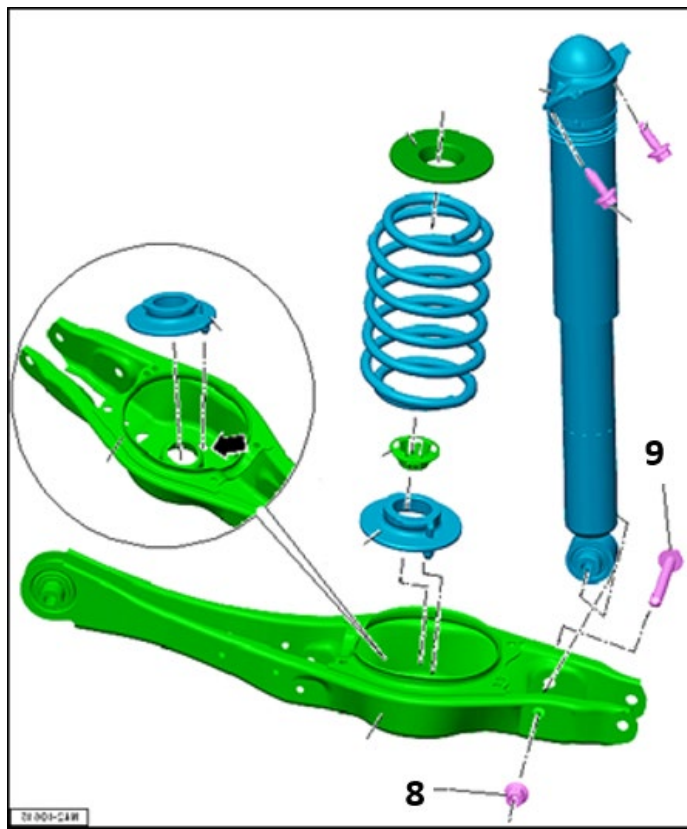
### NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Remove driver rear wheel.
- Secure the vehicle to the lift per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Suspension Strut, Shock Absorber, Spring > Shock Absorber, Removing and Installing.*
- Remove and replace the driver rear shock nut <8> and bolt <9>.
- Torque to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 47 - Replace Passenger Rear Shock Mounting Bolts



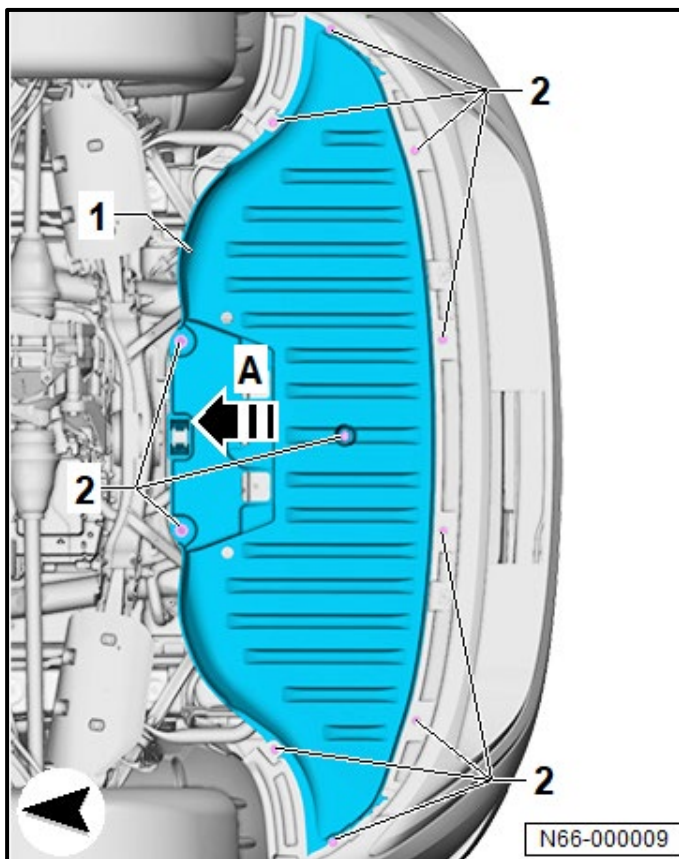
### NOTE

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

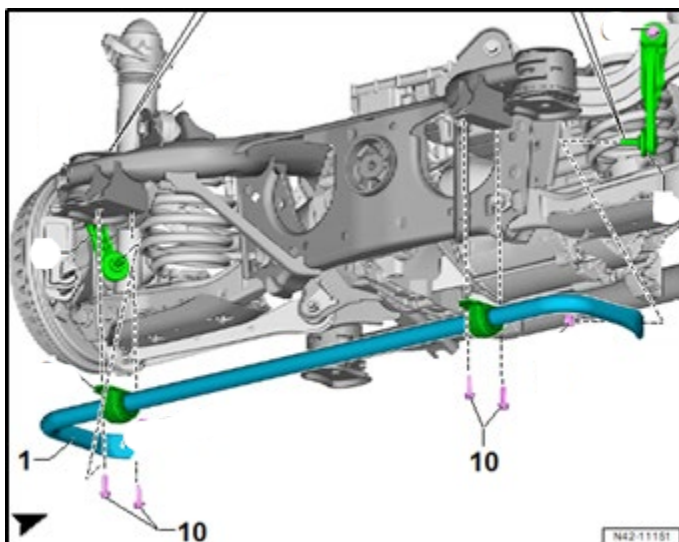
- Remove passenger rear wheel.
- Secure the vehicle to the lift per the ELSA repair manual:
  - *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Suspension Strut, Shock Absorber, Spring > Shock Absorber, Removing and Installing.*
- Remove and replace the passenger rear shock nut <8> and bolt <9>.
- Torque to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 48 - Replace Rear Sway Bar Mounting Bolts



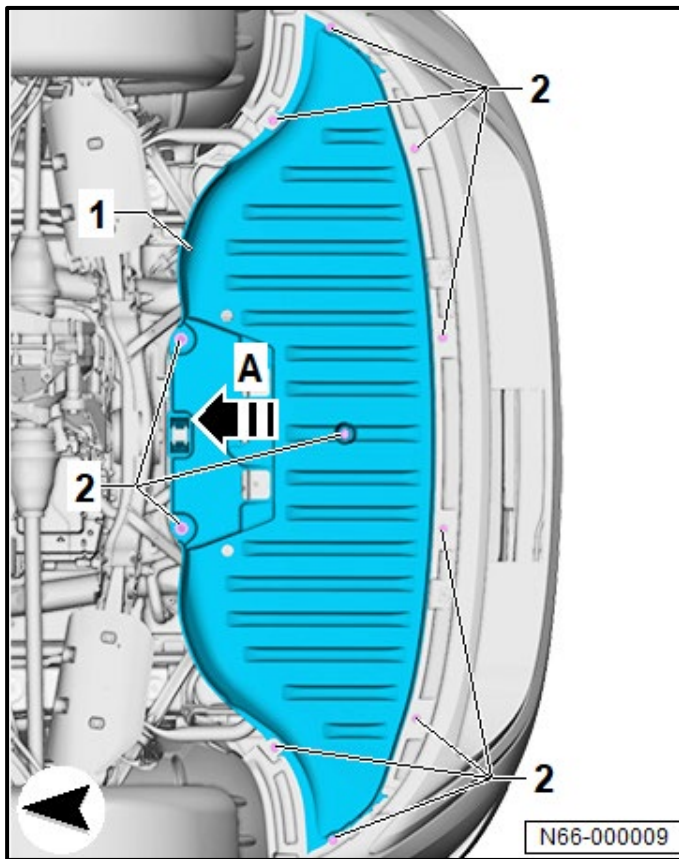
- Remove the rear underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Rear Underbody Trim Panel, Removing and Installing.*



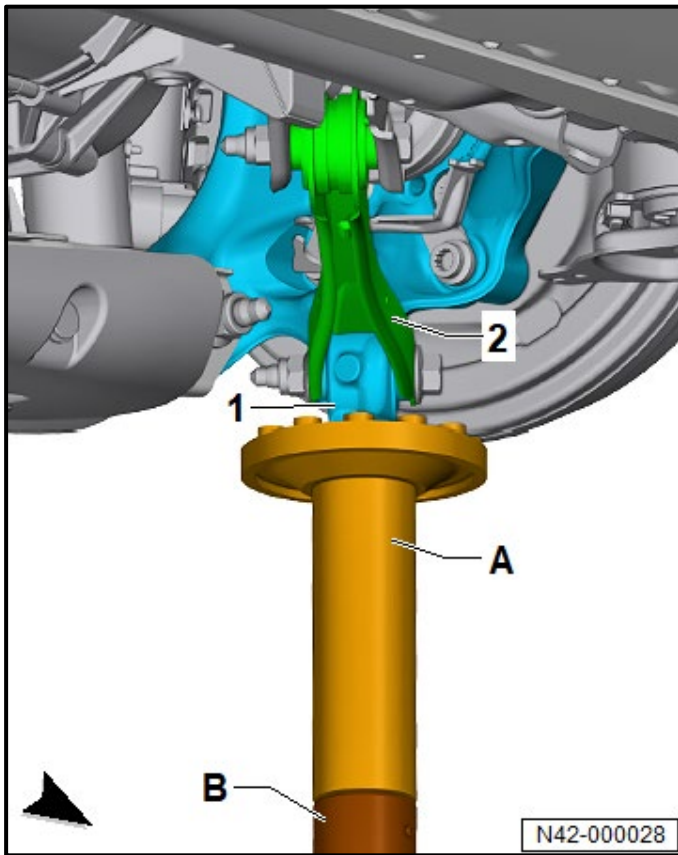
- Remove and replace all four sway bar bracket mounting bolts <10>.
- Torque to the bolts to the following specification:
  - 20 Nm + 90°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.

**Proceed to Section C**

## Criteria 49 - Replace Driver and Passenger Rear Lower Control Arm Hardware



- Remove the both rear wheels.
- Remove the rear underbody protection per the ELSA repair manual:
  - *Repair manual > Body > Body Exterior (North America) > 66 Exterior Equipment > Underbody Trim Panel > Rear Underbody Trim Panel, Removing and Installing.*



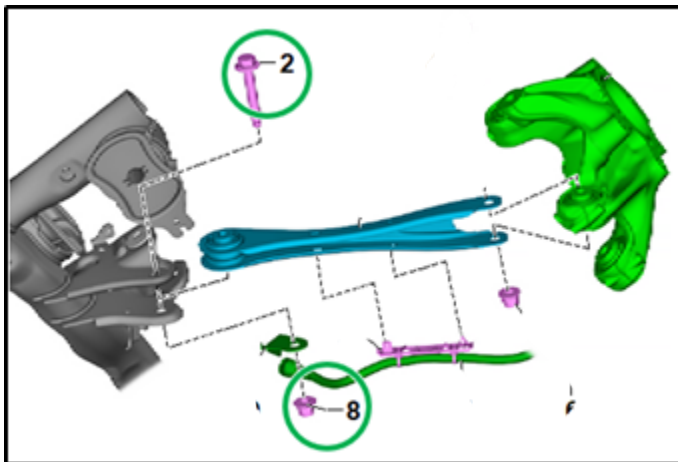
**⚠ IMPORTANT!**

The lower control arms are not removed during this repair. Only the inboard lower control arm hardware is being replaced.

**ⓘ NOTE**

Driver side control arm shown in these instructions. Repair of the passenger side is similar.

- Remove both rear wheels.
- Support the wheel bearing housing per the ELSA repair manual:
- *Repair manual > Chassis > Suspension, Wheels, Steering (NAR) > 42 Rear Suspension > Control Arm, Tie Rod > Lower Control Arm, Removing and Installing.*



**ⓘ NOTE**

Refer to the ELSA repair manual for information about tightening the suspension components in the curb weight position.

- Replace the driver and passenger side lower control arm nut <8> and bolt <2>.
- Torque the bolts to the following specification:
  - 70 Nm + 180°.
- Reassemble the vehicle in reverse order of removal while noting the following:
  - Ensure proper positioning of the bracket <10> during reassembly.
  - Replace all single-use fasteners.
  - Adhere to all ELSA repair manual instructions and torque specifications.
- Perform an alignment as needed per the ELSA repair manual.

**Proceed to Section C**

## Section C – Campaign Completion Label

### Install Campaign Completion Label

- Fill out and affix Campaign Completion Label, part number CAMP 010 000, next to the vehicle emission control information label.



#### TIP

Ensure Campaign Completion Label does not cover any existing label(s).

### 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.