



Technical Service Bulletin

40N1 UPDATE – Cross Brace Bolts (NVLW)

May 8, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5	2018	See Campaign/Action screen in Elsa	None

Condition

This Update has been proactively released to prevent the following condition from occurring in the vehicle:

Loose cross brace bolts.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **40N1** code in the Elsa Campaign/Action Information screen on the day of repair.
- Vehicle must be within the New Vehicle Limited Warranty.
- Procedure must be performed within the allotted time frame stated in this Technical Service Bulletin.
- Procedure must be performed on applicable vehicles in dealer inventory prior to sale.

Technical Background

On a limited number of Audi Q5 vehicles manufactured within a specific period, the specification for the front bolted connection on the cross brace was not correctly documented. It is possible that the connections may have not been tightened to the correct torque specification.

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Service

NOTE

- 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.



- Raise the vehicle.
- Remove front noise insulation
- Remove the bolts <arrows> one at a time and replace with a new bolt.
- Torque to 20 Nm + 90°.

Part Number	Part Description
N 91253501	Cross Brace Bolt



NOTE

DO NOT remove all four bolts simultaneously but replace them one by one.



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Warranty

Claim Entry Instructions							
<p>After Update has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action <i>open on the day of repair</i> to the repair order.</p> <p>If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:</p> <ul style="list-style-type: none"> ✓ <u>U.S. dealers</u>: Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option. ✓ <u>Canada dealers</u>: Upload the repair order to Audi WIN/Operations/Campaign Closure. 							
Service Number	40N1						
Damage Code	0099						
Parts Vendor Code	002						
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90						
Causal Indicator	Mark Cross Brace Bolt* as causal part						
Vehicle Wash/Loaner	Do not claim wash/loaner under this action						
Criteria I.D.	FY						
<p>Replace Cross Brace Bolts</p> <p>Labor operation: 4086 56 99 40 T.U.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Quantity</th> <th style="width: 25%;">Part Number</th> <th style="width: 50%;">Description</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">4.00</td> <td style="text-align: center;">N 91253501</td> <td>Cross Brace Bolt*</td> </tr> </tbody> </table>		Quantity	Part Number	Description	4.00	N 91253501	Cross Brace Bolt*
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Additional Actions Some of the affected vehicles may be involved in additional Actions. Please check your Elsa Campaign/Action Information screen so that any *additional required work can be done simultaneously.*

Verifying Vehicle Eligibility To verify vehicle eligibility for this Update, *always* check the Elsa Campaign/Action Information screen. The Elsa system is the *only* binding inquiry and verification system; other systems are not valid and *may result in non-payment* of a claim.

Help for Claim Entry For questions regarding claim entry, contact Audi Warranty.

Required Customer Notification Inform your customer in writing by recording on the Repair Order any and all work that was conducted on the vehicle, including any and all updates completed under this Update.



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Required Parts and Tools

Part Number	Part Description	Quantity
N 91253501	Cross Brace Bolt	4

- Properly destroy and dispose of removed parts in accordance with all state and local requirements, unless otherwise indicated and/or requested through SAGA.
- If you have exhausted your allocated parts and you require additional parts for vehicles affected by this Update but have exceeded your Upper Order Limit, please submit your requests for additional parts via email to upperorderlimits@audi.com. Be sure to include the affected VINs with your order. Prior to submitting your request, ensure that each vehicle has the **40N1** code open in Elsa. Your order will be reviewed and processed accordingly.

Additional Information

All parts and service references provided in this Update are subject to change and/or removal. Always check Elsa for the most current version of this document.