

Technical Service Bulletin



42i1 UPDATE – Rear Drive Axles (NVLW) – U.S.A only

September 18, 2018

Model(s)	Year	VIN Range	Vehicle-Specific Equipment
Q5, SQ5	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:

The affected vehicles have rear axles that could bend. This would result in a vehicle vibration.

This Update is in effect until removed.

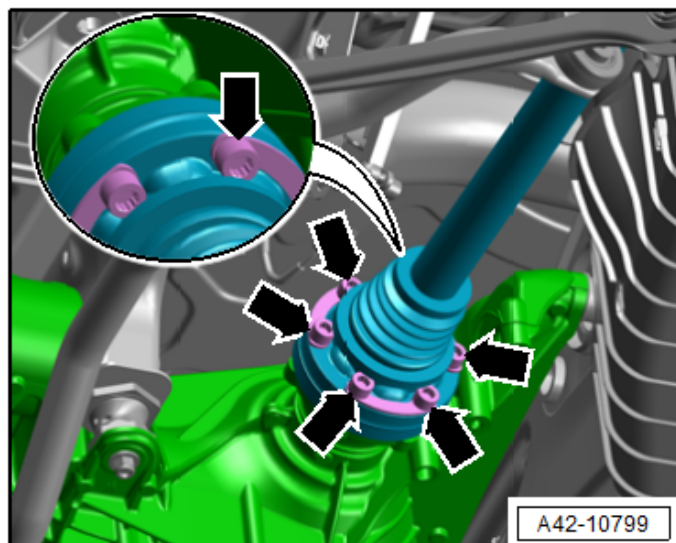
Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **42i1** 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

The affected vehicles have rear axles that could bend. This would result in a vehicle vibration.

Service



- Replace left and right, rear drive axles.
 - Refer to the ELSA Repair Manual:
Repair Manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Drive Axle > Drive Axle, Removing and Installing.

Technical Service Bulletin



Warranty

Claim Entry Instructions

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 open on the day of repair to the repair order.

If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:

- ✓ U.S. dealers: Submit the request through Audi Warranty Online under the Campaigns/Update option.
- ✓ Canada dealers: Upload the repair order to Audi WIN/Operations/Campaign Closure.

Service Number	42i1		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark rear drive axle* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	FY		
	Replace left and right, rear drive axles		
	Labor operation: 4221 20 99		

Technical Service Bulletin



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.

Required Parts

Part Number	Part Description	Quantity
80A.501.203.E	Rear Axle Shaft	1
8E0.407.643.A	Axle Bolt	2
N 900.972.04	Axle Flange Bolt	12

- 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 **42i1** 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.