


Release Date	03/26/2020	<b>Technical Service Bulletin</b>	
<b>42K2 UPDATE</b>			 <b>Audi</b>
<b>Rear Stabilizer Bar – (NVLW)</b>			

Applicable Vehicles			
Model(s)	Year	VIN Range	Vehicle-Specific Equipment
A8	2019	See Campaign/Action screen in ELSA	See Campaign/Action screen in ELSA

Revision History		
Revision	Date	Purpose
1	March 26, 2020	Original publication


## Condition

This Update has been proactively released to prevent the following condition(s) from occurring in the vehicle:	
Criteria	Technical Background
01	On Audi A8 vehicles manufactured within a specific period, it is possible that the stabilizer bar on the rear axle may be damaged due to a production irregularity.

This Update is in effect until removed.

Vehicle must meet all of the following criteria:

- Procedure is valid only for vehicles that show the **42K2** 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.

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## Service

### NOTE:

- ELSA is the only valid inquiry/verification source. Check ELSA on the day this vehicle UPDATE will be performed to verify vehicle eligibility for the UPDATE. Status must show “open”. Attach an ELSA printout showing the “open” status to the repair order.
- If this UPDATE appears to have already been performed but the code still shows open in ELSA, contact Warranty before proceeding further. Another dealer may have recently performed this UPDATE but not yet entered a claim for it in the system.
- ELSA may also show additional open action(s); if so, inform your customer - this work can be done while the vehicle is in for this UPDATE.
- Contact the Warranty Helpline (U.S.) or the Warranty Campaign Specialist (Canada) if you have any questions.

Applicable criteria ID(s)	Campaign/Action Status
01 ← <b>2</b>	Open ← <b>1</b>

EXAMPLE

- Enter the VIN in ELSA and proceed to the “Campaign/Action” screen.

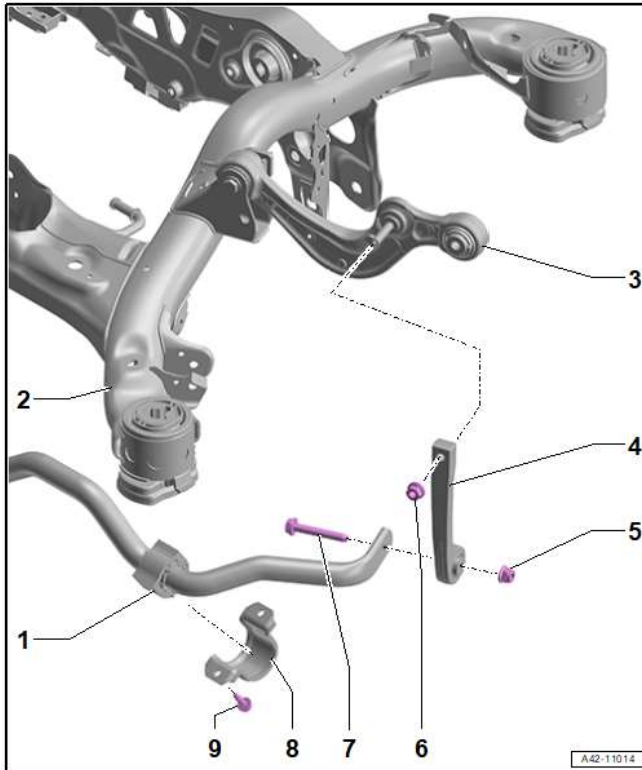
### TIP

On the date of repair, print this screen and keep a copy with the repair order.

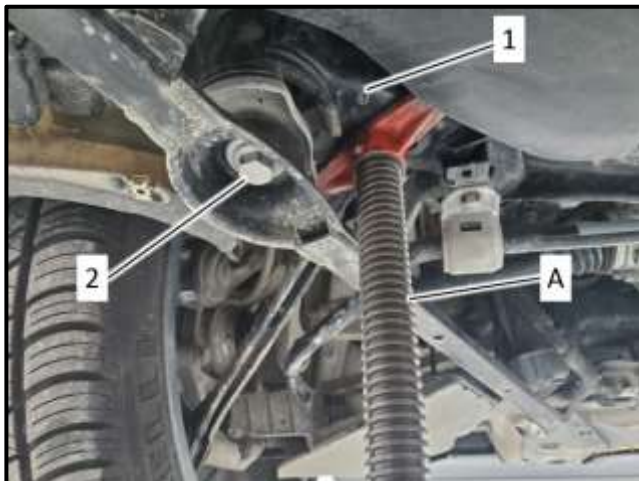
- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.
- **All Safety Recalls must be completed prior to completing this Update.**


## 42K2 UPDATE

### Rear Stabilizer Bar – (NVLW)




- Activate the vehicles “tire change mode” (jack mode) through the MMI.
- Replace rear stabilizer bar:
  - See ELSA Repair Manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 42 Rear Suspension > Stabilizer Bar > Stabilizer Bar, Removing and Installing > Stabilizer Bar, Removing and Installing, Versions without Active Suspension*
- Note the following when performing the repair:
  - Standard vehicle height MUST be determined prior to lifting the vehicle (refer to the ELSA repair instructions).
  - The fasteners must be torqued with the vehicle at standard vehicle height (curb weight position).
  - The vehicle MUST be secured to the hoist when raising the suspension to standard vehicle height.
  - The rear subframe <1> should be supported by a screw type jack <A> when removing and installing bolt <2> for the rear diagonal brace.




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## Warranty

<b>Claim Entry Instructions</b>			
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 <u>open on the day of repair</u> to the repair order.			
If customer refused campaign work or vehicle is out of the specified warranty parameter for this Update:			
<ul style="list-style-type: none"> <li>✓ <u>U.S. dealers:</u> Submit the request through Audi Warranty Online under the <u>Campaigns/Update</u> option.</li> <li>✓ <u>Canada dealers:</u> Upload the repair order to Audi WIN/Operations/Campaign Closure.</li> </ul>			
<b>Service Number</b>	42K2		
<b>Damage Code</b>	0099		
<b>Parts Vendor Code</b>	002		
<b>Claim Type</b>	Sold vehicle: 7 10 Unsold vehicle: 7 90		
<b>Causal Indicator</b>	Mark stabilizer* as causal part		
<b>Vehicle Wash/Loaner</b>	Do not claim wash/loaner under this action		
<b>Criteria I.D.</b>	01		
<b>LABOR</b>			
	<b>Labor Op</b>	<b>Time Units</b>	<b>Description</b>
	4290 19 99	130	Replace rear stabilizer bar
	4316 25 99	Time stated on diagnostic protocol	Perform GFF operations for self-leveling suspension
<b>PARTS</b>			
	<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
	1.00	4N0511305AE	Stabilizer*
	2.00	N 10272302	Shouldered hex. nut, self-locking
	4.00	N 10810701	Screw
	1.00	N 91228001	Screw
	2.00	N 91228901	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

Part Number	Parts Control Type	Instructions
N -102-723-02	<b>Upper Order Limit</b>	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
4N0-511-305-AE N -108-107-01 N -912-289-01 N -912-280-01	<b>VIN to Order</b>	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> <li>• US Dealers - use AVA</li> <li>• CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (<a href="mailto:VWoAPartsSpecialists@vw.com">VWoAPartsSpecialists@vw.com</a>), or chat/text with the VIN to order</li> </ul>

<b>Initial Allocation:</b> <b>NO</b>	Due to the small number of affected vehicles there will not be a parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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<b>Repair Projection Tool:</b> <b>(right click to open)</b>	
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Quantity	Part Number	P.O.C. Part Description	Ordering Method
1	4N0-511-305-AE	Stabilizer	VIN to order
4	N -108-107-01	Screw (stabilizer bar bracket)	VIN to order
2	N -912-289-01	Bolt (stabilizer bar to link)	VIN to order
2	N -102-723-02	Nut (stabilizer bar to link)	Upper Order Limit
1	N -912-280-01	Screw (diagonal brace)	VIN to order

! NOTE
The specified part numbers reflect the status at the start of this Update. Interim updates made in ETKA can cause a listed part number to become unavailable. In this case, the new part number specified in ETKA should be used.

- 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.

## 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.