

Service Action

Code: 66M2



Subject	Trailer Hitch Cross Member Bolts																													
Release Date	November 04, 2020																													
Affected Vehicles	<table><tr><th>Country</th><th>Beginning Model Year</th><th>Ending Model Year</th><th>Vehicle</th><th>Vehicle Count</th></tr><tr><td>USA</td><td>2019</td><td>2021</td><td>E-TRON QUATTRO</td><td>748</td></tr><tr><td>USA</td><td>2021</td><td>2021</td><td>E-TRON SPORTBACK QUATTRO</td><td>6</td></tr><tr><td>CAN</td><td>2019</td><td>2021</td><td>E-TRON QUATTRO</td><td>72</td></tr><tr><td>CAN</td><td>2021</td><td>2021</td><td>E-TRON SPORTBACK QUATTRO</td><td>2</td></tr></table> <p>Check Campaigns/Actions screen in Elsa on the day of repair to verify that a VIN qualifies for repair under this action. Elsa is the <u>only</u> valid campaign inquiry & verification source.</p> <ul style="list-style-type: none">✓ Campaign status must show "open."✓ If Elsa shows other open action(s), inform your customer so that the work can also be completed at the same time the vehicle is in the workshop for this campaign.					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2019	2021	E-TRON QUATTRO	748	USA	2021	2021	E-TRON SPORTBACK QUATTRO	6	CAN	2019	2021	E-TRON QUATTRO	72	CAN	2021	2021	E-TRON SPORTBACK QUATTRO	2
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Problem Description	Over time, an unexpected noise might be heard originating from the area around the trailer hitch.																													
Corrective Action	Replace bolts for trailer hitch cross member.																													
Code Visibility	On or about November 04, 2020, the campaign code will be applied to affected vehicles.																													
Owner Notification	Owner notification will take place in November 2020. Owner letter examples are included in this bulletin for your reference.																													
Campaign Expiration Date	This campaign expires on December 31 2022 . Repairs must be performed on or before this date to be eligible for payment. Keep this expiration date in mind when scheduling customers for this action. If a customer wishes to have this service performed after the expiration date, your dealerships normal parts and labor cost associated with this repair will apply.																													
Additional Information	<p>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</p> <p>Dealers must ensure that every affected inventory vehicle has this campaign completed <u>before</u> delivery to consumers.</p>																													

Parts Information

Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method (see details below)
01	4	N -912-472-02	Bolt	Free Order
	3	80A-886-373	Grommet	VIN to Order
	1	N -107-370-01	Nut	UOL

Initial Allocation: NO	Due to the small number of affected vehicles there will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population.
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Parts Control Type:	Ordering Details
VIN to Order	If parts are needed to support a vehicle repair: <ul style="list-style-type: none"> US Dealers - use AVA CAN Dealers - contact the Parts Specialists via phone (800-767-6552), email (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order
Upper Order Limit	Parts will be managed with a weekly Upper Order Limit. Please see Parts On Command (POC) for your Upper Order Limit quantity.
Free Order	Parts will be managed by Free Order

Repair Projection Tool: (right click to open)	
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NOTE

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

Claim Entry Instructions

The labor times listed here may differ from the labor operations and labor times listed in ELSA.

After campaign has been completed, enter claim as soon as possible to help prevent work from being duplicated elsewhere. Attach the Elsa screen print showing action open on the day of repair to the repair order.

If customer refused campaign work:

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

Service Number	66M2		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark Bolt* as causal part		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	LABOR		
	Labor Op	Time Units	Description
	6690 31 99	140	Replace trailer hitch cross member bolts
	PARTS		
	Quantity	Part Number	Description
	4.00	N 91247202	Bolt*
	3.00	80A886373	Grommet
	1.00	N 10737001	Nut

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>

Subject: Service Action 66M2 - Trailer Hitch Cross Member Bolts

Dear Audi Owner,

As part of Audi's ongoing commitment to customer satisfaction, we are informing you of our decision to conduct a service action on certain 2019-2021 Audi e-Tron vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? Over time, an unexpected noise might be heard originating from the area around the trailer hitch.

What will we do? Your authorized Audi dealer will replace the bolts for the trailer hitch cross member. This work will take about two hours to complete and will be performed for you free of charge.

What should you do? In order to limit any possible inconvenience, please contact your authorized Audi dealer as soon as possible to schedule this service. Please keep in mind that your dealer may need additional time for the preparation of the repair, as well as to accommodate their daily workshop schedule. For your convenience, you can also visit www.audiusa.com and click on the "Find a Dealer" link to locate a dealer near you and schedule this service.

This service action will be available for you **free of charge only until December 31, 2022**. If you wish to have this service performed after that date, your dealer's normal costs associated with this repair will apply.

Lease vehicles and address changes If you are the lessor and registered owner of the vehicle identified in this action, please forward this letter immediately via first-class mail to the lessee within ten (10) days of receipt. If you have changed your address or sold the vehicle, please fill out the enclosed prepaid Owner Reply card and mail it to us so we can update our records.

Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Experience at 1-800-253-2834 or via our "Contact Us" page at www.audiusa.com.

Checking your vehicle for open Recalls and Service Campaigns To check your vehicle's eligibility for repair under this or any other recall/service campaign, please visit the **Recall/Service Campaign Lookup** tool at www.audiusa.com and enter your Vehicle Identification Number (VIN).

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Customer Letter Example (Canada)

<MONTH YEAR>

<CUSTOMER NAME>

<CUSTOMER ADDRESS>

<CUSTOMER CITY STATE ZIPCODE>

This notice applies to your vehicle: <MODEL YEAR> <BRAND> <CARLINE>, <VIN>

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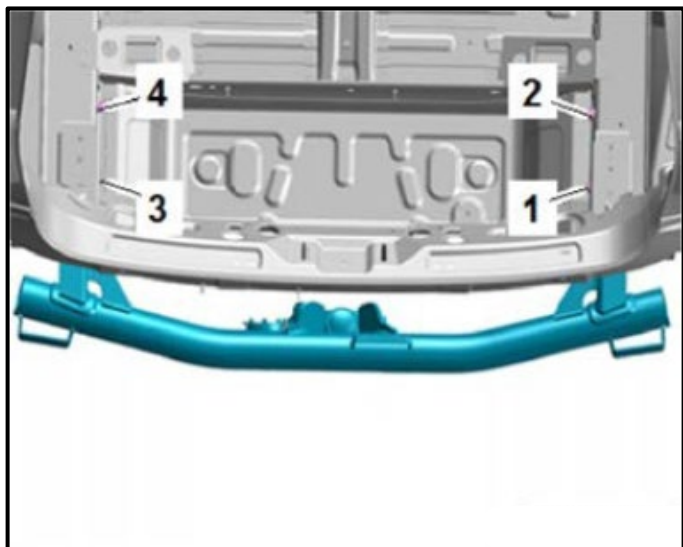
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection

Repair Overview

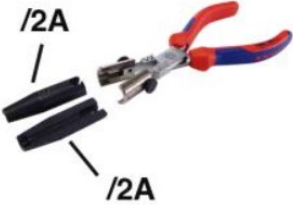






- Replace bolts for trailer hitch cross member.

NOTE

- These repair instructions may differ from the labor operations and labor times listed in ELSA.
- Damages resulting from improper repair or failure to follow these work instructions are the dealer's responsibility and are not eligible for reimbursement under this action.
- This procedure must be read in its entirety prior to performing the repair.
- Due to variations in vehicle equipment and options, the steps/illustrations in this work procedure may not identically match all affected vehicles.
- Diagnosis and repair of pre-existing conditions in the vehicle are not covered under this action.
- When working during extreme temperatures, it is recommended that the vehicle be allowed to acclimate inside the shop to avoid temperature-related component damage/breakage.

Required Tools

 <p>Two black plastic clips are shown, each labeled with the part number /2A. A pair of blue-handled pliers is positioned next to them.</p>	<p>Pliers -T40172C- (or equivalent)</p>	 <p>A long, thin, light green plastic wedge used for trim removal.</p>	<p>Trim Removal Wedge -3409- (or equivalent)</p>
 <p>A long, thin, black metal pry lever with a curved end.</p>	<p>Pry lever -80-200- (or equivalent)</p>	 <p>A red-handled tool with a metal head, used for removing clips.</p>	<p>Omega Clip Tool -T40280- (or equivalent)</p>
 <p>Two long, thin, light-colored wooden tire irons.</p>	<p>Tire Iron (x2) (locally sourced)</p>		

Repair Instruction

Section A - Check for Previous Repair

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

EXAMPLE

Campaign/Action	Start	Designation
→ 3	2015-11-10	W-SERV_ACT -
	2018-12-13	RECALL -
	2017-05-16	A-RECALL -

EXAMPLE

- Enter the VIN in Elsa and proceed to the "Campaign/Action" screen.

TIP

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

- Confirm the Campaign/Action is open <arrow 1>. If the status is closed, no further work is required.
- Note the Applicable Criteria ID <arrow 2> for use in determining the correct work to be done and corresponding parts associated.

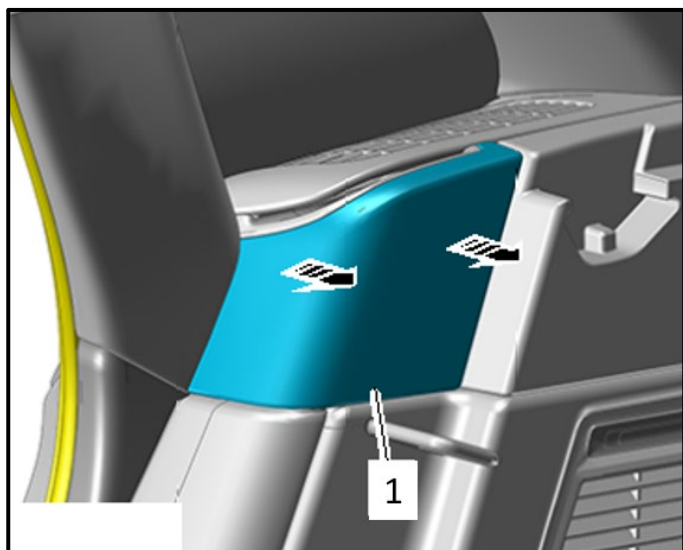
CRITICAL REPAIR STEP



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

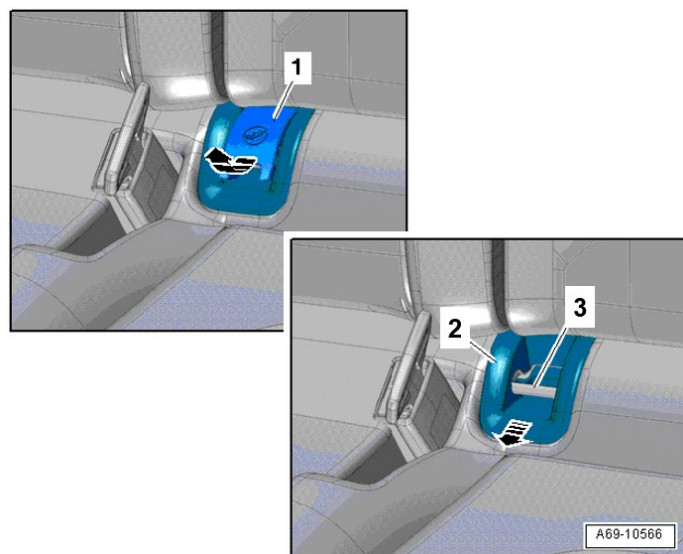
- All Safety Recalls must be completed prior to completing this campaign.**
- Proceed to Section B.**

Section B – Replacing Trailer Hitch Cross Member Bolts



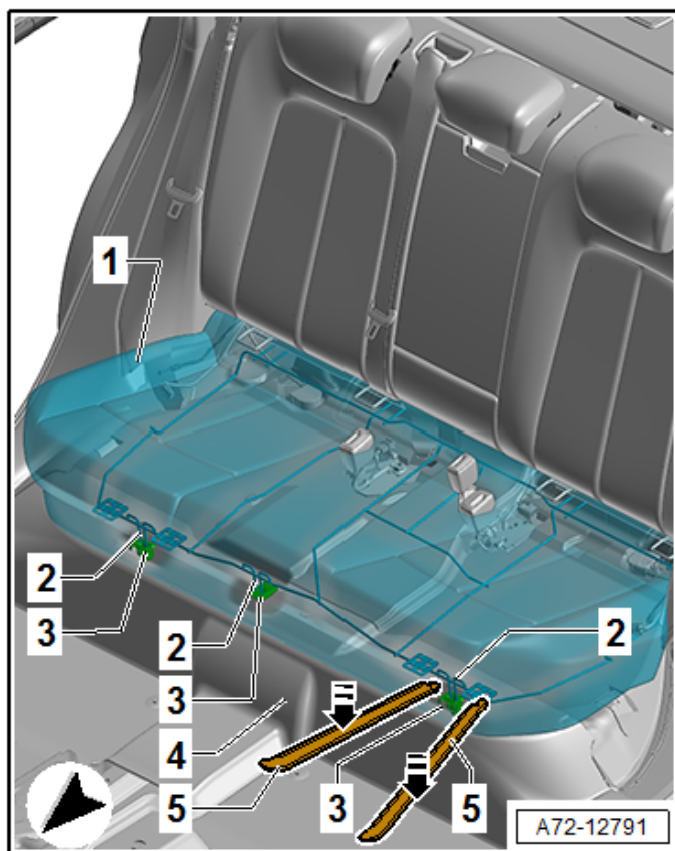
Remove side cushion upper trim panel:

- Unclip the cover <1> using the -3409-.



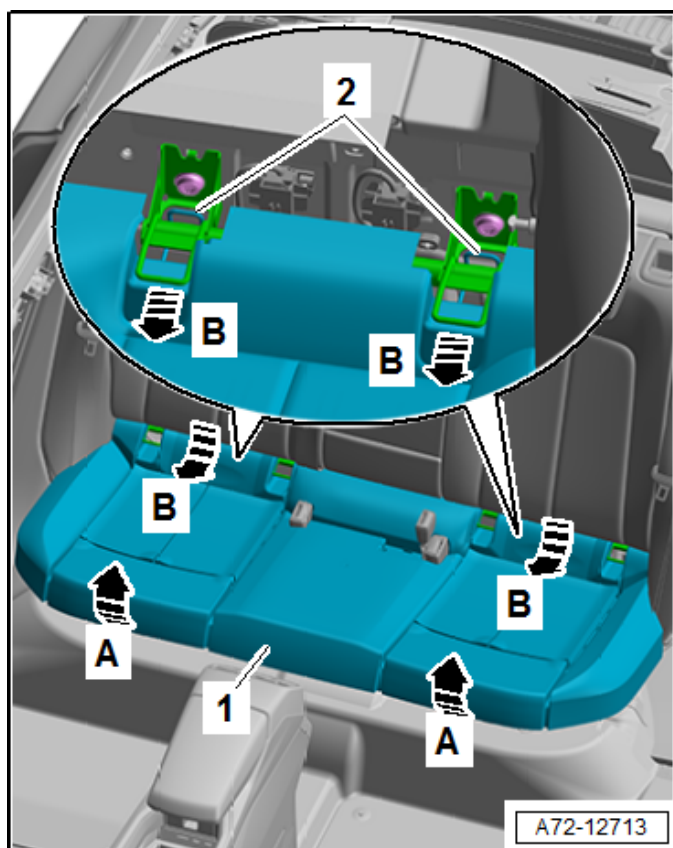
Remove child seat anchors:

- Move the front seats all the way forward.
- Unclip the child seat anchor cover <1> from the anchor in direction of <arrow> and remove.
- Push the child seat anchor guide <2> downward according to the cut-out, and disengage it from the anchor <3>.
- Remove the child seat anchor guide forward <arrow>.
- Repeat the process on the rest of the child seat anchor guides.

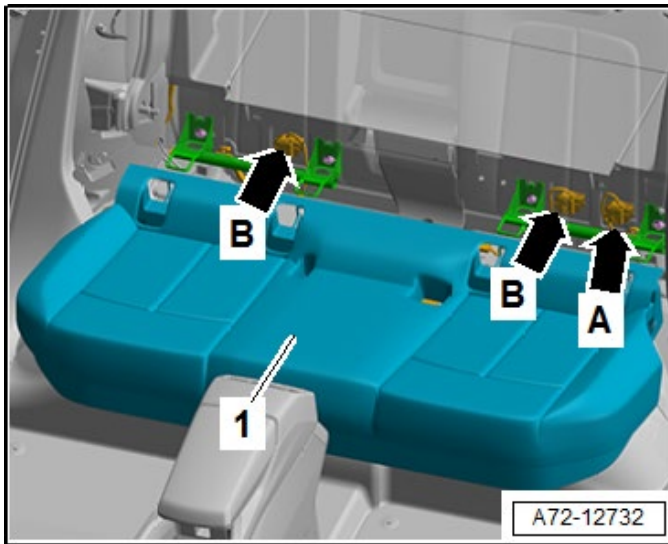


Remove rear seat bench:

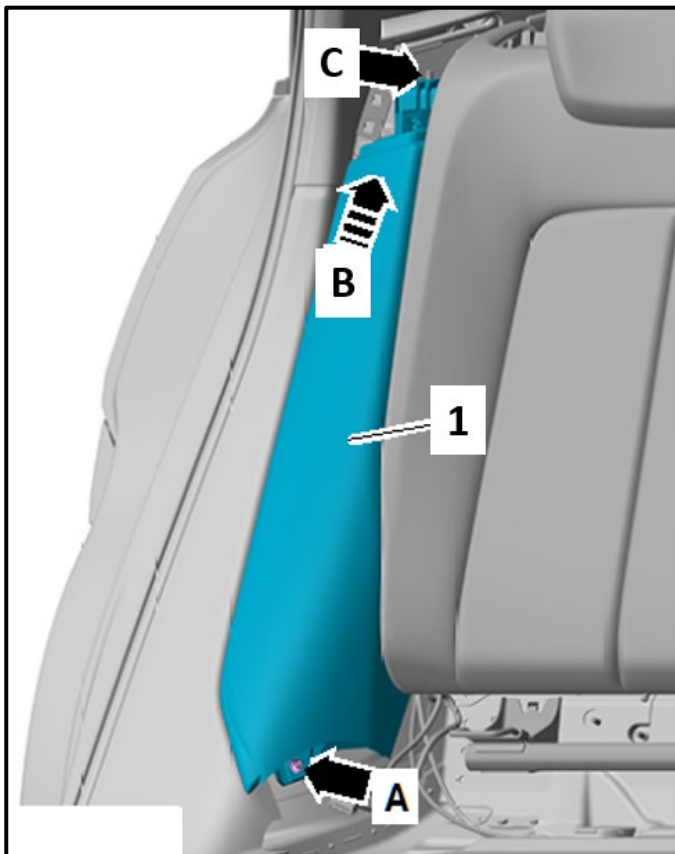
- Insert each of the tire irons <5> next to the tabs in the wire frame <2> between the bench seat <1> and the seat mount <4>.
- Use the tire iron <5> to detach the tabs in the wire frame <2> from the grommets <3>.



- Lift the rear bench seat <1> at the front in direction of <A arrows>, pivot it upward and push it slightly rearward.
- To disengage the wire clip <2> push the left and right rear of the rear bench seat downward using force and at the same time toward the front out of the mount in direction of <B arrows>.

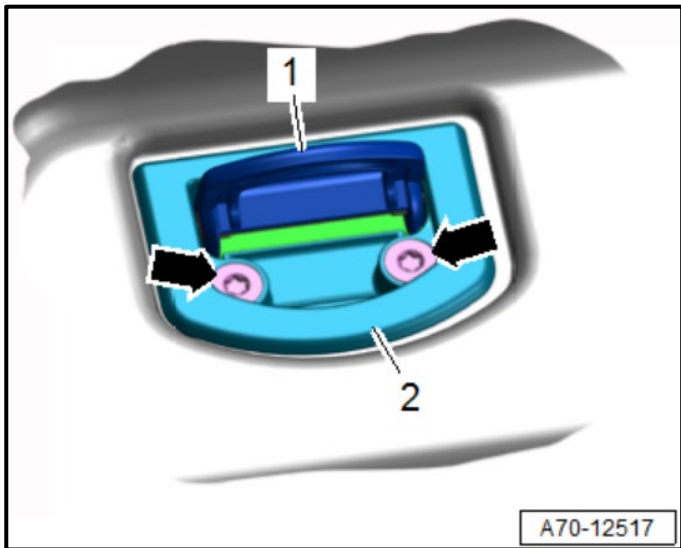


- Carefully pull the rear bench seat <1> slightly forward.
- Disconnect the connector <arrow A> by pressing the release.
- If installed, disconnect the connectors <B arrows>; to do so press the release.
- Remove the rear bench seat.



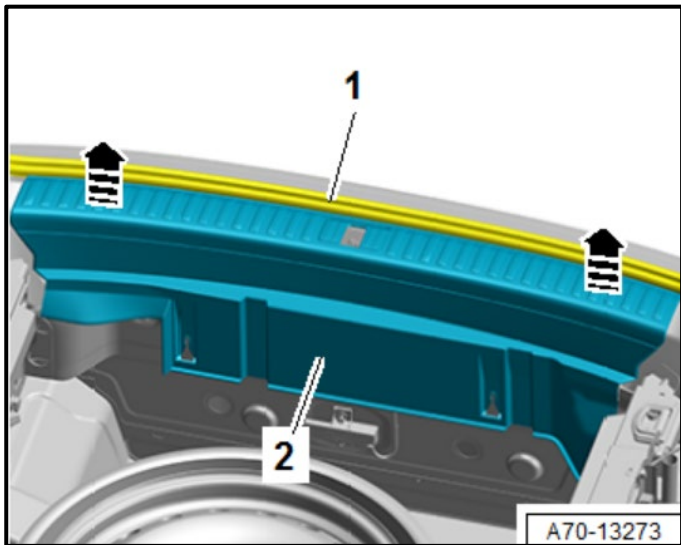
Remove side cushion on the right side only:

- Remove the nut <arrow>.
- Hold the seat belt to the side and remove the side cushion <1> from the threaded pins.
- Fold the rear seat backrest slightly forward.
- Disengage the side cushion on the C-pillar trim panel.
- Press the side cushion upward <arrow B> and disengage from the threaded pin <arrow C>.
- Set the side cushion aside carefully with the thorax airbag still plugged in.



Remove both tie downs on the right side only:

- Fold up the bracket <1> all the way.
- Remove the screws <arrows> and remove the tie down <2>.



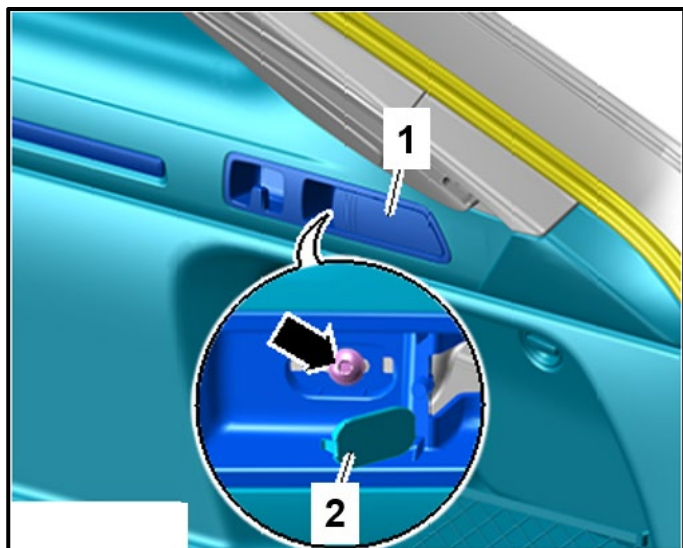
Remove lock carrier trim panel:

- Lift the luggage compartment floor and fold it forward.
- Remove the storage compartment.
- Free up the lock carrier trim panel near the rear lid seal <1>.
- Grip the trim panel <2> by hand and carefully pull vertically upward using a jerking motion <arrows>.

Remove luggage compartment side trim panel on the right side only:

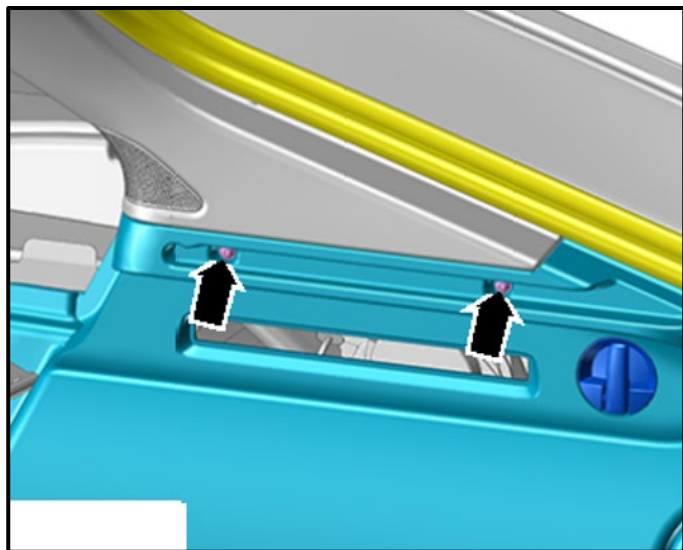
e-tron:

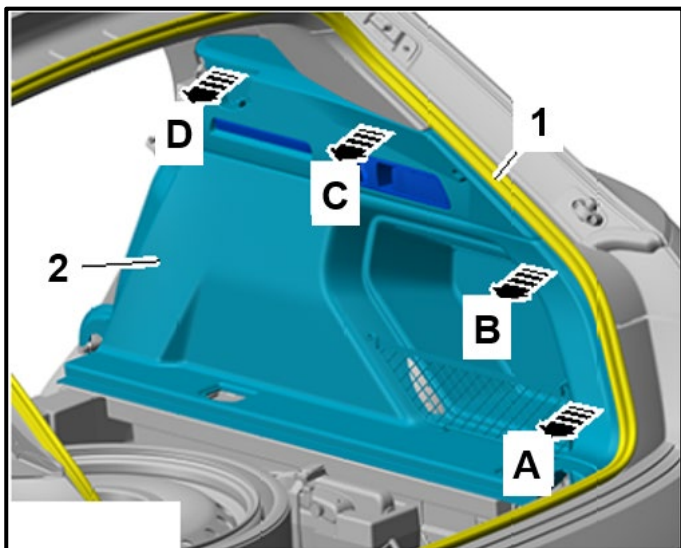
- Pull the backrest release lever <1>.
- Pry out the cap <2> with a small flat-head screwdriver.
- Remove the bolt <arrow>.



e-tron Sportback:

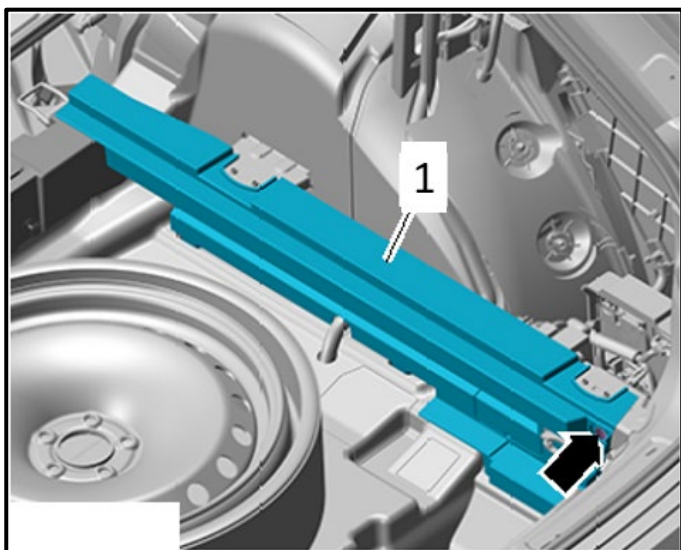
- Remove the screws <arrows>.





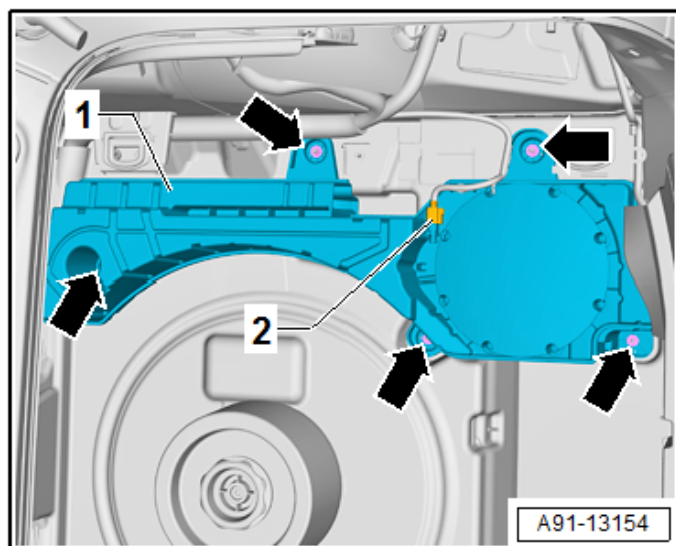
Continued for all models:

- Free up the luggage compartment side trim panel in the area of the rear lid seal <1>.
- Starting from the rear unclip luggage compartment side trim panel <2> from the body and the trim panels <arrows A, B, C and D> using the -80-200-.
- Disengage the luggage compartment side trim panel from the rear seat backrest catch.
- Pull the upper luggage compartment side trim panel slightly inward.
- Disconnect the electrical connectors.
- e-tron only - Move the trim panel aside without disconnecting the backrest release cable.



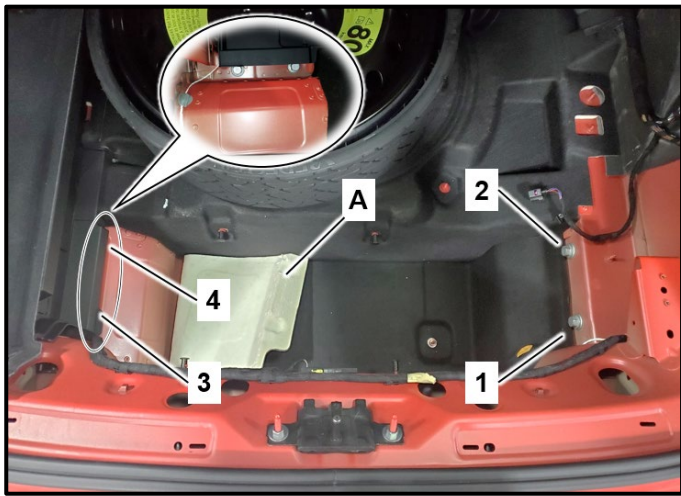
Remove right gap cover:

- Unscrew spare tire hold down and move spare tire slightly to the left.
- Remove the expanding rivet <arrow> using the -T40172C- (or equivalent).
- Remove the gap cover <1>.



Remove subwoofer:

- Release and disconnect the connector <2> from the subwoofer <1>.
- Remove the nuts <arrows> and then remove the subwoofer <1> upward and out of the spare tire well.



Replace trailer hitch cross member bolts:

- Fold down luggage compartment trim <A>.
- Replace the bolts one at a time in sequence <1> through <4> and torque to 80 Nm + 180°.

Part Number	Part Description
N -912-472-02	Cross member bolt (x4)

Reassemble vehicle:

- Reassembly is the reverse order of removal.
- Torque subwoofer nuts to 4.5 Nm.
- Torque trim panel screws to 2.5 Nm.
- Torque tie down bolts to 9 Nm.
- Replace lower side cushion nut and torque to 9 Nm.
- Replace rear seat bench grommets.

Part Number	Part Description
N -107-370-01	Side cushion nut
80A-886-373	Seat bench grommet (x3)

Proceed to Section C.

Section C – Campaign Completion Stamp

I certify that this campaign
has been performed in strict
accordance with the applicable
Audi repair procedure.

SAGA Code: _____

Technician: _____

Date: _____

Item#: AUD4927ENG

-OR-

Je certifie que cette
campagne de rappel a été
exécutée suivant les strictes
directives de réparation
d'Audi

Code de SAGA: _____

Technicien: _____

Date: _____

Item # AUD4927FRE

- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section 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.