

Service Action

Code: 40Q9



Subject	Suspension Strut Mounting Bolt (Passenger Side)																			
Release Date	January 28, 2021																			
Affected Vehicles	<table border="1"> <thead> <tr> <th>Country</th> <th>Beginning Model Year</th> <th>Ending Model Year</th> <th>Vehicle</th> <th>Vehicle Count</th> </tr> </thead> <tbody> <tr> <td>USA</td> <td>2021</td> <td>2021</td> <td>Q3</td> <td>10</td> </tr> <tr> <td>CAN</td> <td>2021</td> <td>2021</td> <td>Q3</td> <td>12</td> </tr> </tbody> </table>					Country	Beginning Model Year	Ending Model Year	Vehicle	Vehicle Count	USA	2021	2021	Q3	10	CAN	2021	2021	Q3	12
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USA	2021	2021	Q3	10																
CAN	2021	2021	Q3	12																
	<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. 																			
Problem Description	It is possible that the bolt securing the suspension strut on the front passenger's side may come into contact with the PVC seam due to a production irregularity. As a result, a preload loss of the bolt cannot be ruled out when the vehicle is driven.																			
Corrective Action	Inspect and, if necessary, replace the strut mounting bolt on the passenger's side.																			
Code Visibility	On or about January 28, 2021, the campaign code will be applied to affected vehicles.																			
Owner Notification	Owner notification will take place in February 2021. Owner letter examples are included in this bulletin for your reference.																			
Campaign Expiration Date	This campaign expires on December 31, 2023 . 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 costs 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 delivery to consumers</u>.</p>																			

Parts Information (if required)

Parts Control Type: Free Order	Parts will be managed by Free Order
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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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Repair Projection Tool: (right click to open)	
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Criteria	Quantity	Part Number	P.O.C. Part Description	Ordering Method
01	Up to 1	WHT-008-926	BOLT	Free Order

NOTE

The specified part numbers reflect the status at the start of this 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	40Q9		
Damage Code	0099		
Parts Vendor Code	002		
Claim Type	Sold vehicle: 7 10 Unsold vehicle: 7 90		
Causal Indicator	Mark labor as causal		
Vehicle Wash/Loaner	Do not claim wash/loaner under this action		
Criteria I.D.	01		
	Inspect strut bolt, sealant does not interfere with bolt, no further work required		
	LABOR		
	Labor Op	Time Units	Description
	0183 00 99	10	Inspect strut bolt, no further work required
-OR-	Inspect strut bolt, sealant interferes with bolt, remove sealant and replace bolt		
	LABOR		
	Labor Op	Time Units	Description
	4085 41 99	20	Replace strut bolt and clean sealant
	PARTS		
	Quantity	Part Number	Description
	1.00	WHT008926	BOLT

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 40Q9 - Suspension Strut Mounting Bolt (Passenger Side)

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 2021 model year Audi Q3 vehicles. Our records show that you are the owner of a vehicle affected by this action.

What is the issue? It is possible that the bolt securing the suspension strut on the front passenger's side may come into contact with the PVC seam due to a production irregularity. As a result, a preload loss of the bolt cannot be ruled out when the vehicle is driven.

What will we do? Your authorized Audi dealer will inspect and, if necessary, replace the strut mounting bolt on the passenger's side. This work will take about a half hour 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, 2023**. 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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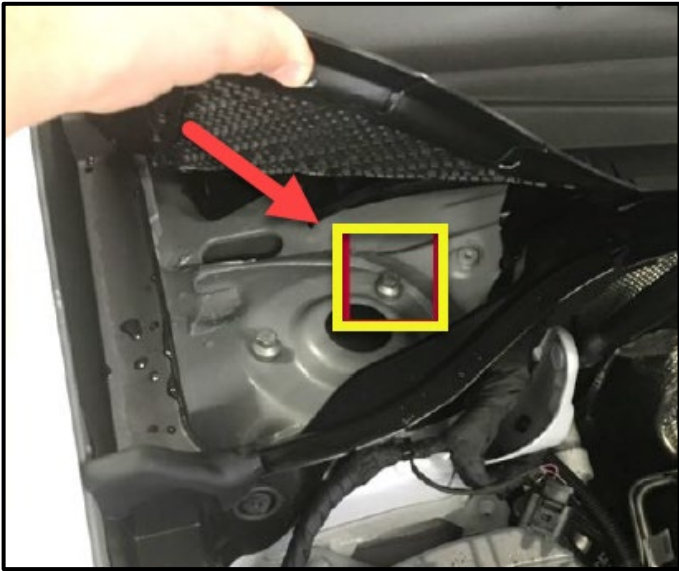
Can we assist you further? If your authorized Audi dealer fails or is unable to complete this work free of charge within a reasonable time, please contact Audi Customer Relations Monday through Friday from 8AM to 8PM EST at 1-800-822-2834 or via our "Contact Audi Canada" page at www.audi.ca.

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



- Inspect strut mounting bolt on passenger side.
 - Replace bolt and rework PVC sealant, if necessary.

! 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



Adhesive Strip Remover
-VAS6349-
(or equivalent)

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

 **STOP!** 

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 – Repair Procedure



- Pull back plenum cover hood seal on the passenger side of the engine compartment.
- Carefully lift the plenum cover on the passenger side.
- Inspect the bolt highlighted <arrow>.

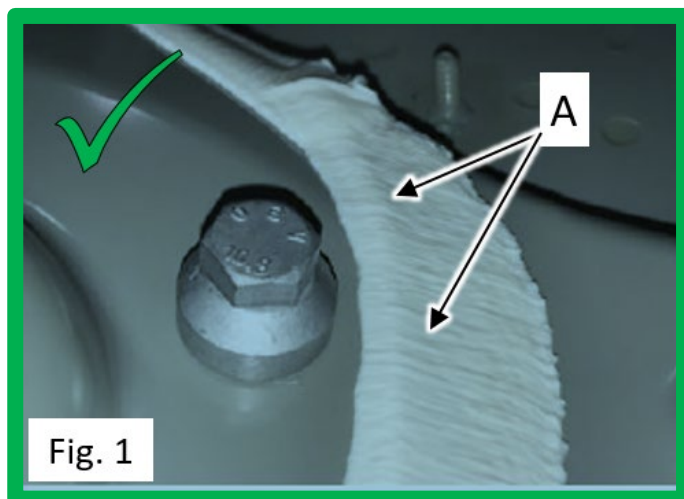


Fig. 1

- Inspect the PVC sealant <arrows> around the bolt.
- If the PVC sealant does not interfere with the bolt <arrows A> (fig. 1):
 - No further work is required.
 - Proceed to Section C.
- If the PVC sealant interferes with the bolt <arrows B> (fig. 2):
 - Remove the bolt.
 - Remove PVC sealant from entire contact area under bolt head so that the contact area for the new bolt is clean.
 - Install a new bolt and torque to 20 Nm + 90°.

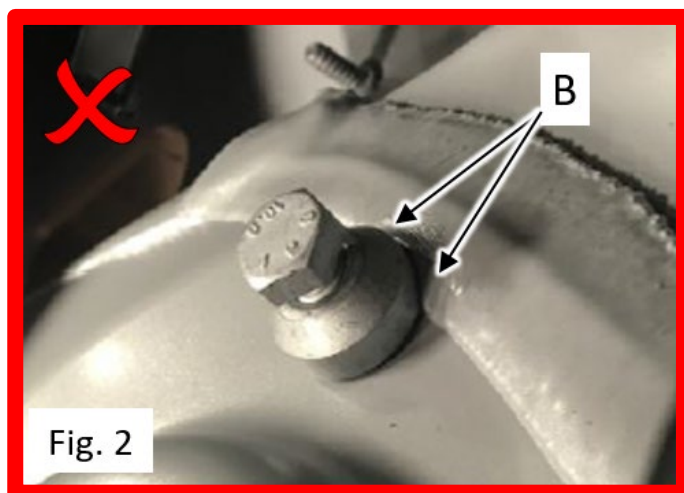


Fig. 2

! NOTE

When cleaning the PVC sealant:

- Use care that the paint is not damaged.
- Ensure the sheet metal seam is not exposed.
- It is recommended to use Adhesive Strip Remover -VAS6349- (or equivalent) in order to gently clean the area.



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.