

# Service Action

## Code: 42K3



| <b>Subject</b>                  | Front Lower Control Arms  |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
|---------------------------------|---|-------------------|-----------|---------------|--|---------|----------------------|-------------------|---------|---------------|-----|------|------|-----------|----|-----|------|------|-----------|----|-----|------|------|----------|---|
| <b>Release Date</b>             | October 05, 2021  |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Affected Vehicles</b>        | <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>2019</td> <td>2019</td> <td>RS3 SEDAN</td> <td>67</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2019</td> <td>RS3 SEDAN</td> <td>10</td> </tr> <tr> <td>CAN</td> <td>2019</td> <td>2019</td> <td>S3 SEDAN</td> <td>1</td> </tr> </tbody> </table>                             |                   |           |               |  | Country | Beginning Model Year | Ending Model Year | Vehicle | Vehicle Count | USA | 2019 | 2019 | RS3 SEDAN | 67 | CAN | 2019 | 2019 | RS3 SEDAN | 10 | CAN | 2019 | 2019 | S3 SEDAN | 1 |
| Country                         | Beginning Model Year  | Ending Model Year | Vehicle   | Vehicle Count |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| USA                             | 2019  | 2019              | RS3 SEDAN | 67            |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| CAN                             | 2019  | 2019              | RS3 SEDAN | 10            |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| CAN                             | 2019  | 2019              | S3 SEDAN  | 1             |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
|                                 | <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 &amp; verification source.</p> <ul style="list-style-type: none"> <li>✓ Campaign status must show "open."</li> <li>✓ 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.</li> </ul> |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Problem Description</b>      | On certain Audi vehicles manufactured within a specific period, the front lower control arms may have been installed incorrectly.   |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Corrective Action</b>        | Inspect and, if necessary, replace one or both front lower control arms.  |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Code Visibility</b>          | On or about October 05, 2021, the campaign code will be applied to affected vehicles.   |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Owner Notification</b>       | Owner notification will take place in October 2021. Owner letter examples are included in this bulletin for your reference.   |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Campaign Expiration Date</b> | This campaign expires on <b><u>October 05, 2026</u></b> . 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.  |                   |           |               |  |         |                      |                   |         |               |     |      |      |           |    |     |      |      |           |    |     |      |      |          |   |
| <b>Additional Information</b>   | <p><b>Please alert everyone in your dealership about this action, including Sales, Service, Parts and Accounting personnel. Contact Warranty if you have any questions.</b></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)

|   |  |
|---|--|
| <b>Parts Control Type:</b><br><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 (VWoAPartsSpecialists@vw.com), or chat/text with the VIN to order</li> </ul> |
|---|--|

|   |                                     |
|---|-------------------------------------|
| <b>Parts Control Type:</b><br><b>Free Order</b> | Parts will be managed by Free Order |
|---|-------------------------------------|

|   |   |
|---|---|
| <b>Initial Allocation:</b><br><b>NO</b> | There will be no parts allocation. Please reference the Repair Projection Tool (below) to view your potential VIN population. |
|---|---|

|  |   |
|--|---|
| <b>Repair Projection Tool:</b><br><b>(right click to open)</b> |  |
|--|---|

| Criteria | Quantity | Part Number   | P.O.C. Part Description | Ordering Method (see description above) |
|----------|----------|---------------|-------------------------|---|
| Q1       | 1        | 81A-407-151-F | CONTR ARM (left)        | VIN to Order                            |
|          | 1        | 81A-407-152-F | CONTR ARM (right)       | VIN to Order                            |
|          | Up to 1  | N -010-335-13 | SCREW                   | Free Order                              |
|          | Up to 2  | N -015-081-6  | NUT                     | Free Order                              |
|          | Up to 2  | N -102-058-02 | NUT                     | Free Order                              |
|          | Up to 6  | N -103-320-02 | NUT                     | Free Order                              |
|          | Up to 4  | N -106-959-01 | BOLT                    | Free Order                              |
|          | Up to 1  | N -107-847-01 | BOLT                    | Free Order                              |
|          | Up to 1  | N -107-848-01 | SCREW                   | Free Order                              |
|          | Up to 4  | N -107-854-01 | SCREW                   | Free Order                              |
|          | Up to 6  | N -108-219-01 | TIE WRAP                | Free Order                              |
|          | Up to 4  | N -912-312-01 | SCREW                   | 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.

|                            |   |                   |  |
|----------------------------|---|-------------------|--|
| <b>Service Number</b>      | 42K3  |                   |  |
| <b>Damage Code</b>         | 0099  |                   |  |
| <b>Parts Vendor Code</b>   | 002   |                   |  |
| <b>Claim Type</b>          | Sold vehicle: 7 10<br>Unsold vehicle: 7 90  |                   |  |
| <b>Causal Indicator</b>    | Mark labor as causal  |                   |  |
| <b>Vehicle Wash/Loaner</b> | Do not claim wash/loaner under this action  |                   |  |
| <b>Criteria I.D.</b>       | Q1  |                   |  |
|                            | Inspect left front and right front lower control arms. Control arms do not require replacement. No further work required. |                   |  |
|                            | <b>LABOR</b>  |                   |  |
|                            | <b>Labor Op</b>   | <b>Time Units</b> | <b>Description</b>                             |
|                            | 0183 00 99  | 25                | Inspect control arms, no further work required |

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|            |  |                                    |  |
|------------|--|------------------------------------|--|
| <b>OR</b>  | Inspect left front and right front lower control arms. <u>Left</u> control arm requires replacement. |                                    |  |
|            | <b>LABOR</b>   |                                    |  |
|            | <b>Labor Op</b>  | <b>Time Units</b>                  | <b>Description</b>   |
|            | 4017 19 99   | 215                                | Inspect control arms, replace left front lower control arm |
|            | 0150 00 00   | Time stated on diagnostic protocol | GFF operations (if necessary)                              |
|            | <b>PARTS</b>   |                                    |  |
|            | <b>Quantity</b>  | <b>Part Number</b>                 | <b>Description</b>   |
|            | 1.00   | 81A407151F                         | CONTROL ARM (left)   |
|            | 1.00   | N 01033513                         | SCREW  |
|            | 2.00   | N 0150816                          | NUT  |
|            | Up to 2.00   | N 10205802                         | NUT  |
|            | Up to 6.00   | N 10332002                         | NUT  |
|            | 4.00   | N 10695901                         | BOLT   |
|            | 1.00   | N 10784701                         | BOLT   |
|            | 1.00   | N 10784801                         | SCREW  |
|            | 4.00   | N 10785401                         | SCREW  |
| Up to 3.00 | N 10821901   | TIE WRAP                           |  |
| 4.00       | N 91231201   | SCREW                              |  |

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|           |   |  |   |
|-----------|---|--|---|
| <b>OR</b> | Inspect left front and right front lower control arms. <u>Right</u> control arm requires replacement. |  |   |
|           | <b>LABOR</b>  |  |   |
|           | <b>Labor Op</b>   | <b>Time Units</b>  | <b>Description</b>  |
|           | 4017 20 99  | 90   | Inspect control arms, replace right front lower control arm           |
|           | 0150 00 00  | Time stated on diagnostic protocol   | GFF operations (if necessary)   |
|           | <b>PARTS</b>  |  |   |
|           | <b>Quantity</b>   | <b>Part Number</b>   | <b>Description</b>  |
|           | 1.00  | 81A407152F   | CONTROL ARM (right)   |
|           | 1.00  | N 0150816  | NUT   |
|           | 1.00  | N 10205802   | NUT   |
|           | 3.00  | N 10332002   | NUT   |
|           | Up to 3.00  | N 10821901   | TIE WRAP  |
|           | <b>OR</b>   | Inspect left front and right front lower control arms. <u>Left and right</u> control arms require replacement. |   |
|           | <b>LABOR</b>  |  |   |
|           | <b>Labor Op</b>   | <b>Time Units</b>  | <b>Description</b>  |
|           | 4017 21 99  | 265  | Inspect control arms, replace left and right front lower control arms |
|           | 0150 00 00  | Time stated on diagnostic protocol   | GFF operations (if necessary)   |
|           | <b>PARTS</b>  |  |   |
|           | <b>Quantity</b>   | <b>Part Number</b>   | <b>Description</b>  |
|           | 1.00  | 81A407151F   | CONTROL ARM (left)  |
|           | 1.00  | 81A407152F   | CONTROL ARM (right)   |
|           | 1.00  | N 01033513   | SCREW   |
|           | 2.00  | N 0150816  | NUT   |
|           | 2.00  | N 10205802   | NUT   |
|           | 6.00  | N 10332002   | NUT   |
|           | 4.00  | N 10695901   | BOLT  |
|           | 1.00  | N 10784701   | BOLT  |
|           | 1.00  | N 10784801   | SCREW   |
|           | 4.00  | N 10785401   | SCREW   |
|           | Up to 6.00  | N 10821901   | TIE WRAP  |
| 4.00      | N 91231201  | SCREW  |   |

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|                             |  |                                    |   |
|-----------------------------|--|------------------------------------|---|
| <b>-AND- (if necessary)</b> | Add as needed depending on vehicle equipment and only if vehicle requires alignment and/or driver assist calibration |                                    |   |
|                             | <b>LABOR</b>   |                                    |   |
|                             | <b>Labor Op</b>  | <b>Time Units</b>                  | <b>Description</b>                          |
|                             | 4495 03 99   | 90                                 | Vehicle alignment front + rear measure      |
|                             | <i>ADD as needed:</i>  |                                    |   |
|                             | 4488 15 99   | 20                                 | Front wheel track adjust                    |
|                             | 4493 15 99   | 30                                 | Rear wheel track adjust                     |
|                             | 4494 15 99   | 20                                 | Rear wheel camber adjust                    |
|                             | 9163 15 99   | 40                                 | Adaptive Cruise Control (ACC) System Adjust |
|                             | 9638 15 99   | 40                                 | Camera Driver Assist System Adjust          |
|                             | 0150 00 00   | Time stated on diagnostic protocol | GFF operations (if necessary)               |

## 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 42K3 - Front Lower Control Arms**

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

**What is the issue?** On certain Audi vehicles manufactured within a specific period, the front lower control arms may have been installed incorrectly.

**What will we do?** Your authorized Audi dealer will inspect and, if necessary, replace one or both front lower control arms. This work will take about half a day 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](http://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 October 05, 2026.** 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](http://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](http://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>

**Subject: Service Action 42K3 - Front Lower Control Arms**

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

**What is the issue?** On certain Audi vehicles manufactured within a specific period, the front lower control arms may have been installed incorrectly.

**What will we do?** Your authorized Audi dealer will inspect and, if necessary, replace one or both front lower control arms. This work will take about half a day 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.

This service action will be available for you free of charge **only until October 05, 2026.** 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 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](http://www.audi.ca).

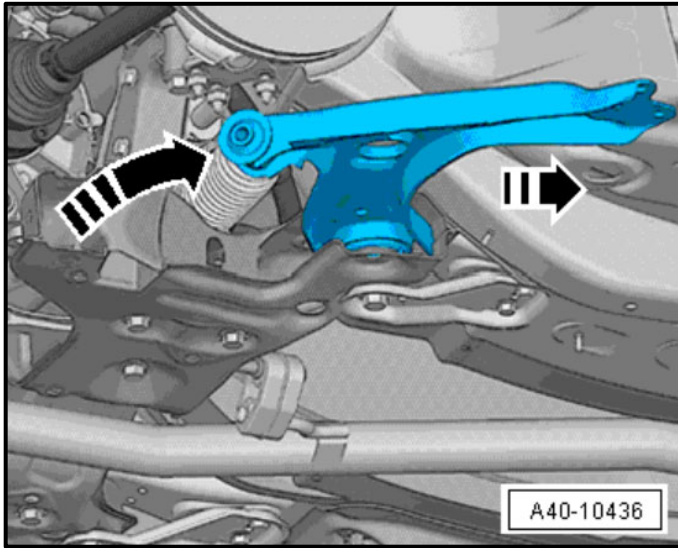
We apologize for any inconvenience this matter may cause; however we are taking this action to help ensure your vehicle continues to meet and exceed your expectations.

Sincerely,

Audi Customer Protection



## Repair Overview



- Check left front and right front lower control arms and replace 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.

## Repair Instruction

### Section A - Check for Previous Repair

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

**EXAMPLE**

| Campaign/Action | Start      | Designation  |
|-----------------|------------|--------------|
| ← <b>3</b> →    | 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.

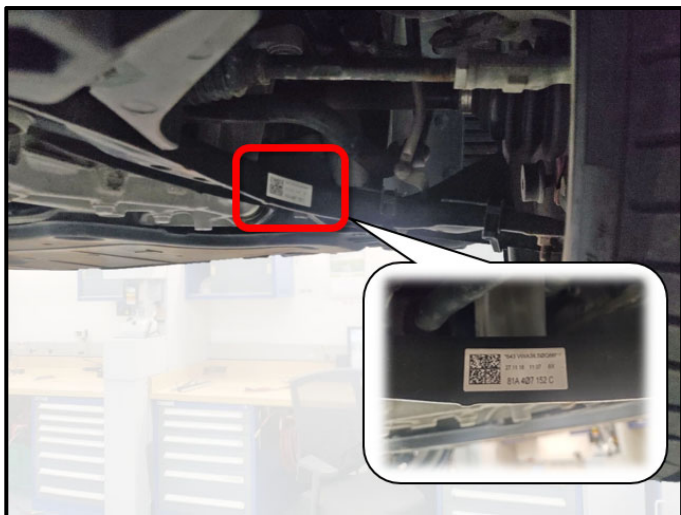
#### CRITICAL REPAIR STEP

 **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.**

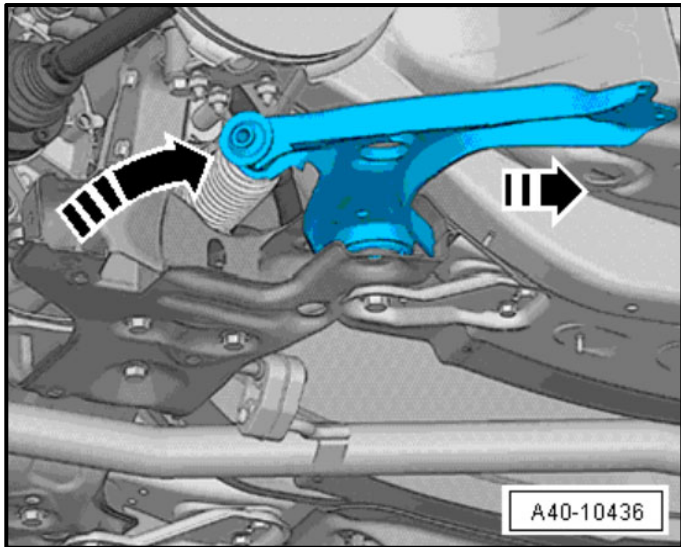
## Section B – Front Lower Control Arm Inspection



### Inspect part numbers on both front lower control arms:

- Both front lower control arms must be checked.
- Raise the vehicle on the hoist.
- Locate the control arm part number.
- If the control arm part number is **81A-407-151-C** (left side) or **81A-407-152-C** (right side), the control arm is OK and does not require replacement.
- If the control arm part number is **5Q0-407-151-R** (left side) or **5Q0-407-152-R** (right side), the control arm is NOT OK and must be replaced.
- If both control arms are OK:
  - No further work is required.
  - Proceed to Section D.
- If one or both control arms are NOT OK:
  - Proceed to Section C.

## Section C – Replacing Front Lower Control Arm



Replace front lower control arm according to the ELSA Repair Manual:

- See ELSA Repair Manual: *Repair manual > Chassis > Suspension, Wheels, Steering > 40 Front Suspension > Lower Control Arm and Ball Joint > Lower Control Arm, Removing and Installing*
- After all repairs are complete:
  - Proceed to Section D.

**Note the following during the repair (These and some additional steps are outlined in the Repair Manual):**

- An alignment is not required when replacing the lower control arm. However, after the repair a short road test should be performed. If the steering wheel is crooked, the wheels must be aligned.
- For vehicles equipped with lane assistance, calibrate the driver assistance systems front camera.
- For vehicles equipped with level control system sensor, the “Control Position” adaption must be performed using the ODIS Individual Test plan:
  - Chassis
  - Wheel Damping Electronics
  - 01 - OBD-capable systems.
  - 14 - Electronic Damping Control Module -J250
  - 14 - Electronic Damping Control Module, functions
  - 14 - Readapt Control Position
- See ELSA Repair Manual for special tools.
- Replace all one-time use fasteners. See Appendix A - Ancillary Parts Table

## Section D – 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

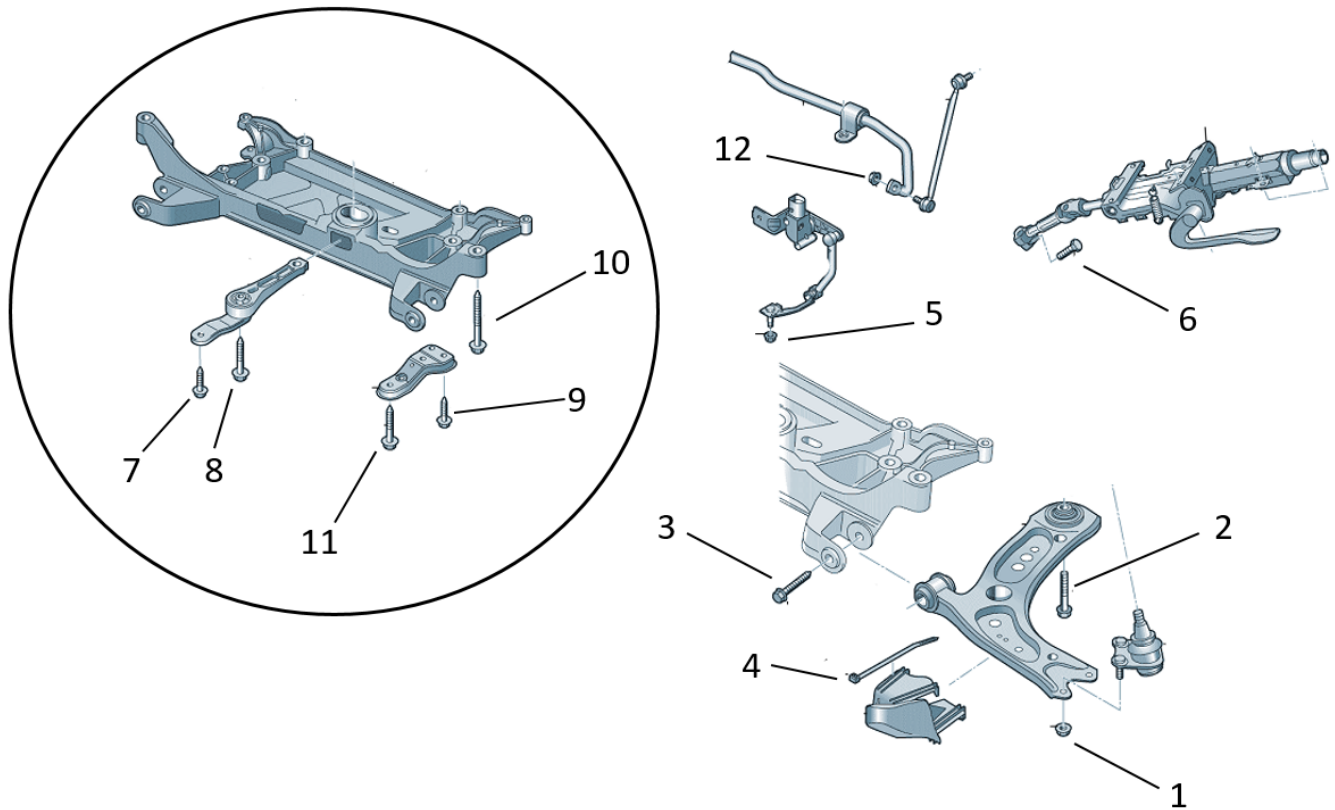
- Once the campaign has been completed, the technician should stamp the repair order.
- Stamps are available for ordering through the Compliance Label Ordering Portal.
- **Proceed to Section F**

## Section E - 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.

## Appendix A - Ancillary Parts Table

| POS. | PART NUMBER   | QUANTITY          | DESCRIPTION                             |
|------|---------------|-------------------|---|
| 1    | N -103-320-02 | 3 per control arm | Nut - Ball Joint to Control Arm         |
| 2    | N -106-959-01 | 1 per control arm | Bolt – Control Arm to Subframe          |
| 3    | N -106-959-01 | 1 per control arm | Bolt – Control Arm to Subframe          |
| 4    | N -108-219-01 | 3 per control arm | Cable Tie                               |
| 5    | N -102-058-02 | 1 per control arm | Nut – Level Sensor Arm to Control Arm   |
| 6    | N -010-335-13 | 1                 | Bolt - Steering Column to Steering Gear |
| 7    | N -107-848-01 | 1                 | Bolt – Pendulum Support                 |
| 8    | N -107-847-01 | 1                 | Bolt – Pendulum Support                 |
| 9    | N -912-312-01 | 4                 | Bolt - Subframe                         |
| 10   | N -107-854-01 | 2                 | Bolt - Subframe                         |
| 11   | N -107-854-01 | 2                 | Bolt - Subframe                         |
| 12   | N -015-081-6  | 2                 | Nut - Stabilizer Link to Stabilizer Bar |



The repair information in this document is intended for use only by skilled technicians who have the proper tools, equipment and training to correctly and safely maintain your vehicle. These procedures are not intended to be attempted by "do-it-yourselfers," and you should not assume this document applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Audi dealer. ©2021 Audi of America, Inc. and Audi Canada. All Rights Reserved.